Question 1

Weng et al. (2011) conducted a study to investigate associations between emotional intelligence (EI) and doctor burnout, job satisfaction and patient satisfaction. The researchers conducted their study with 110 interns and 2872 of their patients interviewed between July 2006 and August 2007. Each of the 110 doctors filled out research instruments to self-evaluate their own emotional intelligence, work burnout and level of job satisfaction. The 2872 patients were interviewed in face-to-face patient satisfaction interviews conducted by seven nurses in outpatient departments. The protocol for the study was approved by the institutional review boards of the two hospitals where the doctors worked. Informed written consent was obtained from each patient and attending doctor.

Doctor EI was measured using the Wong and Law Emotional Intelligence Scale (WLEIS), a self-report measure used to determine a doctor’s EI. Though it is a newly developed scale of EI it has been used in several studies and the construct validity of the scale has been established. The overall scale score has been shown to be reliable (Cronbach's $\alpha = 0.78$). Items for the WLEIS are scored on a 7-point Likert scale (1 = strongly disagree, 7 = strongly agree). Doctor burnout was assessed using the Maslach Burnout Inventory (MBI) while job satisfaction was measured using three researcher self-designed items rated on a 7-point Likert scales ranging from strongly disagree to strongly agree. Patients provided information on their satisfaction with their doctors through responding to two questions used to measure patient satisfaction. One question addressed satisfaction with doctor care and the other question addressed recommending the doctor to friends and family members.

The researchers found that higher self-rated EI was significantly related to less burnout ($p<0.001$) and higher self-rated EI was significantly related to higher job satisfaction ($p<0.001$). Higher patient satisfaction was correlated with less burnout ($p<0.01$) and less burnout was associated with higher satisfaction ($p<0.001$). No association between EI and patient satisfaction was found.

a) Identify and describe the quantitative research design used to conduct this study. State one (1) strength and one (1) weakness of the quantitative design. (8 marks)

b) State two research questions that would have been asked by the researcher. (4 marks)
c) Explain the use of construct validity mentioned in the summary of the research study. (5 marks)

d) What does a reliability value of $\alpha = 0.78$ tell us about the WLEIS? (2 marks)

e) Examine the potential limitation of collecting self-report data from the doctors. (4 marks)

f) Explain one ethical issue that the researchers might have encountered when conducting this study. (4 marks)

g) The researchers found that there was no relationship between doctor EI and patient satisfaction. Identify and examine one intervening variable that might have impacted on this research outcome. (3 marks)

TOTAL = 30 marks

SECTION B

Answer ONE of the following questions. Each question has several parts:

Question 2

a) What is the difference between basic and applied research? Discuss the importance of research to the field of psychology. (8 marks)

b) Why should a psychologist act ethically when conducting research? (6 marks)

c) Explain the following ethical issues that could arise when conducting psychological research: i) informed consent to research, ii) reporting research results, iii) confidentiality, and iv) maintaining data security. Be sure to include information from the 'Ethical Principles of Psychologists and Code of Conduct.' You may use examples from your own research to complement your response (16 marks).

Total = 30 marks

Question 3

a) Explain why it is necessary to provide operational definitions when determining how variables will be measured in a research study. (4 marks)

b) Explain the following ethical issues related to the use of psychological instruments: i) test construction, ii) test security, and iii) interpretation of test results. Be sure to include information from the 'Ethical Principles of Psychologists and Code of Conduct.' You may use examples from your own research to complement your response (12 marks).

c) Define critical thinking and describe three characteristics of a critical thinker in psychology. Examine how these characteristics are relevant to developing your research methodology and selecting data collection instruments. You may use examples from your own research to complement your response. (14 marks)

Total = 30 marks

END OF QUESTION PAPER