

**THE UNITED REPUBLIC OF TANZANIA
NATIONAL EXAMINATION COUNCIL OF TANZANIA
DIPLOMA IN SECONDARY EDUCATION EXAMINATION**

724

**EDUCATIONAL PSYCHOLOGY, GUIDANCE AND
COUNSELING**

Time: 3 Hour.

ANSWERS

Year: 1999 a.m

Instructions

1. This paper consists of sections A, B and C.
2. Answer **all** questions in sections A, two questions in section B and two questions from section C.
3. Cellular phones and other unauthorized materials are **not** allowed in the examination room.
4. Write your **Examination Number** on every page of your answer booklet(s).

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1. Define the term growth.

Growth refers to the irreversible increase in size, height, weight, and volume of an organism or part of it over a given period of time. It involves quantitative changes that can be measured physically, such as body length or mass.

Growth occurs due to an increase in the number of cells through cell division (hyperplasia) or an increase in the size of individual cells (hypertrophy). This process is influenced by both genetic factors and environmental conditions such as nutrition, health, and physical activity.

Growth is a natural biological process and takes place in all living organisms, but in humans it follows a predictable pattern from infancy to adulthood.

2. Outline four advantages of transfer of learning.

Transfer of learning helps learners apply previously acquired knowledge and skills to new learning situations, which saves time and effort in mastering new concepts.

It improves problem-solving skills since learners can use past experiences to approach and solve new challenges more effectively.

It increases confidence in learning because students realize they can use what they already know to succeed in new tasks.

It encourages continuous learning as students see connections between different subjects and real-life situations, making learning more meaningful.

3. Distinguish retroactive from proactive transfer of learning.

Retroactive transfer of learning occurs when newly acquired knowledge or skills interfere with the recall or application of previously learned material. In this case, the new learning affects the old.

Proactive transfer of learning happens when previously learned material influences the learning or performance of new material. Here, the old learning affects the new.

The main difference lies in the direction of influence: retroactive transfer works backward, affecting past knowledge, while proactive transfer works forward, affecting future learning.

4. Mention three stages of memory process.

The first stage is encoding, which involves converting information into a form that can be stored in the brain. This can be through visual, auditory, or semantic means.

The second stage is storage, where the encoded information is maintained over time. This can be short-term storage, lasting seconds to minutes, or long-term storage, lasting days to a lifetime.

The third stage is retrieval, which is the process of accessing and bringing stored information into conscious awareness when needed.

5. Explain four guiding principles of social learning.

Learning occurs through observation, meaning people can acquire new behaviors and knowledge by watching others.

Reinforcement and punishment play an important role, as positive consequences encourage repetition of behavior while negative consequences discourage it.

Cognitive processes such as attention, memory, and motivation are essential for effective social learning. Without these, observation alone is insufficient for learning to occur.

Model characteristics such as competence, attractiveness, and similarity to the observer influence how likely a learner is to adopt the observed behavior.

6. Describe factors governing phenotype of an individual.

Genetic factors determine inherited traits such as eye color, blood type, and natural hair texture, which directly contribute to an individual's phenotype.

Environmental factors, including nutrition, climate, and exposure to diseases, can modify the expression of genetic traits.

Lifestyle choices such as diet, exercise, and habits also influence how genetic traits are expressed in physical appearance and health.

Interaction between genes and environment means that both inherited and external factors combine to produce the final phenotype of an individual.

7. Give the meaning of the term memory and outline three kinds of memory storage systems.

Memory is the ability of the brain to store, retain, and recall information or experiences for later use.

The first type of memory is sensory memory, which holds information from the senses for a very brief period, usually less than a second.

The second type is short-term memory, which stores limited amounts of information for a short duration, typically up to 30 seconds, unless rehearsed.

The third type is long-term memory, which stores information over extended periods, potentially for a lifetime, and has an almost unlimited capacity.

8. List any four types of exceptional children.

Gifted and talented children who show above-average intelligence or exceptional abilities in specific areas such as mathematics, music, or art.

Children with physical disabilities such as hearing impairment, visual impairment, or mobility challenges.

Children with learning disabilities like dyslexia, which affect their ability to read, write, or process information effectively.

Children with emotional and behavioral disorders, which impact their ability to interact socially and perform academically.

9. What is the meaning of physical development?

Physical development refers to the growth and changes in a person's body and bodily systems over time, including height, weight, and motor skills.

It involves the development of both gross motor skills, such as walking and jumping, and fine motor skills, such as writing and buttoning clothes.

Physical development is influenced by genetics, nutrition, exercise, and overall health.

It is a continuous process from infancy through adulthood, but the rate and timing can vary between individuals.

10. Briefly explain by giving four reasons why psychology is categorized as a science.

Psychology uses systematic and objective methods of observation and experimentation to study human and animal behavior.

It relies on empirical evidence, meaning conclusions are based on observed and measured phenomena rather than personal opinions.

Psychology applies scientific principles such as hypothesis testing, data analysis, and replication to ensure accuracy and reliability of findings.

It develops theories and laws that can predict future behavior and mental processes, similar to how other sciences operate.

11. Analyze two factors that influence personality development.

One factor is heredity, which involves the genetic makeup inherited from parents. This includes physical attributes, natural intelligence, and certain behavioral tendencies that form the foundation of personality. While heredity sets the basic potential, it interacts with environmental influences to shape the final personality traits.

Another factor is the environment, which includes family, culture, education, and social interactions. The environment provides experiences, values, and norms that influence how an individual thinks, feels, and behaves. For example, a supportive and nurturing environment can encourage confidence and sociability, while a hostile one may lead to withdrawal and insecurity.

12. Examine six qualities of an effective counsellor.

An effective counsellor has empathy, the ability to understand and share the feelings of the client, which builds trust and strengthens the counselling relationship.

They maintain confidentiality, ensuring that information shared by the client is kept private, which encourages openness and honesty.

Good communication skills are essential, including active listening, clear expression, and appropriate questioning to fully understand the client's issues.

Patience is important, as change takes time and clients may need repeated guidance and encouragement.

Flexibility allows the counsellor to adapt methods and approaches to suit the unique needs of each client.

Self-awareness enables the counsellor to understand their own emotions, biases, and limitations, preventing personal issues from interfering with professional practice.

13. Compare and contrast classical conditioning and operant conditioning.

Classical conditioning is a learning process where a neutral stimulus becomes associated with a meaningful stimulus, eventually triggering a similar response. It was first demonstrated by Ivan Pavlov through experiments with dogs. Learning occurs by association between stimuli.

Operant conditioning, developed by B.F. Skinner, is a type of learning where behavior is shaped by its consequences. Positive or negative reinforcement strengthens behavior, while punishment weakens it. Learning occurs through rewards and punishments.

The main similarity is that both are forms of associative learning. However, classical conditioning focuses on involuntary, automatic responses, while operant conditioning deals with voluntary behaviors influenced by consequences.

14. Summarise the events taking place in each of the three parts of a counseling interview.

The first part is the introduction, where the counsellor establishes rapport, explains the purpose of the session, and sets ground rules such as confidentiality. This stage helps the client feel comfortable and willing to share.

The second part is the exploration, where the counsellor and client discuss the client's issues in detail. The counsellor listens actively, asks probing questions, and helps the client analyze their problems and feelings.

The third part is the conclusion, where the counsellor summarizes key points, develops an action plan with the client, and offers encouragement. This stage may also include scheduling follow-up sessions to monitor progress.

15. Discipline is becoming a serious problem for both experienced and beginning teachers in schools. Explain how you could maintain discipline in your classroom using skills acquired in Educational Psychology.

I would set clear and consistent rules from the beginning, ensuring students understand what behavior is expected and the consequences for breaking rules.

I would apply positive reinforcement by praising and rewarding good behavior, encouraging students to follow rules willingly.

I would use engaging teaching methods to maintain students' interest, as boredom often leads to misbehavior.

I would build good teacher-student relationships based on respect and understanding, making students more likely to cooperate and behave appropriately.

I would also apply appropriate punishment for repeated misconduct, ensuring it is fair, consistent, and aimed at correcting behavior rather than humiliating the student.

16. "Every teacher is a counsellor". Discuss.

Teachers guide students not only academically but also in personal, emotional, and social matters, which are roles similar to those of counsellors.

They help students cope with challenges such as stress, peer pressure, and family problems by offering advice and emotional support.

Teachers identify and refer students with serious psychological or learning difficulties to professional counsellors, acting as the first line of support.

By creating a supportive classroom environment, teachers encourage positive behavior and emotional well-being, much like a counsellor would.

Teachers also help students develop problem-solving skills, self-confidence, and a positive attitude towards learning and life.

17. With relevant examples, discuss the general principles of counselling.

One principle is confidentiality, which means keeping all information shared by the client private unless there is a risk of harm. This builds trust between the counsellor and the client.

Another principle is acceptance, where the counsellor accepts the client without judgment, regardless of their behavior or background, which encourages openness.

The principle of empathy requires the counsellor to understand the client's feelings and perspectives as if they were their own. For example, understanding a student's fear before exams helps in giving better support.

The principle of non-directiveness allows clients to express themselves freely and make their own decisions, with the counsellor guiding rather than dictating choices.

The principle of respect ensures the counsellor values the client's views, opinions, and individuality, fostering a respectful and equal relationship.

18. When I hear, I forget; when I see, I remember; when I do, I understand. Comment on this statement in relation to the observational theory of learning.

This statement reflects the idea that active participation in learning leads to better understanding and retention of knowledge. Simply hearing information may not be enough for long-term learning.

Observational theory, proposed by Albert Bandura, emphasizes learning by watching others and then practicing the observed behavior. Seeing a task performed helps the learner form a mental image of the process.

However, actual performance allows the learner to practice, make mistakes, and adjust, leading to deeper understanding and mastery. For example, a student learning carpentry understands better after watching the teacher and then making the object themselves.

This approach combines visual learning with practical application, resulting in more effective and lasting learning outcomes.