

Solutions

Each answer shows the steps, then the **result**.

2.1

- dispositional explains behaviour by the person's character; situational explains it by circumstances

2.2

- overweighting disposition when explaining others' behaviour; e.g. calling a driver aggressive rather than considering they may be rushing to an emergency

2.3

(a)

- the self-serving bias

(b)

- it protects self-esteem

3.1 B

- the situation is discounted in favour of a trait explanation

3.2 B

- our own circumstances are visible to us; others' are not

3.3

(a)

- later ambiguous answers are interpreted to fit the impression

(b)

- use a structured interview with fixed questions and scored criteria, because it forces the same evidence to be gathered and rated for every candidate

3.4

(a)

- The **fundamental attribution error** (1); the **actor–observer bias** (1)

(b)

- A **dispositional** attribution explains behaviour by the person's stable characteristics — “selfish driver” (1). A **situational** attribution explains it by the circumstances — “my exit was coming up”. Maya applies the first to someone else and the second to herself for the identical act (1)

(c)

- The **self-serving bias** (1) — success is attributed internally, to her own effort, while another's success is attributed externally, to an easy paper; it protects self-esteem (1)

(d)

- When acting, the situation is what you can see and the pressures on you are salient; when observing, the **person** is the most visible thing in the scene and their circumstances are not, so attention falls on disposition (1)