



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR205
COURSE TITLE : INTRODUCTION TO PSYCHOLOGY
DURATION : 3 HOURS
DATE :
SPECIAL REQUIREMENTS : NONE

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INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

Question 1

Discuss the implications of operant and classical conditioning to the study of workplace behaviour.

[25 marks]

Question 2

- a) Explain the following Psychological concepts;
- i) Unconditional positive regard (5)
 - ii) Intrinsic motivation (5)
 - iii) Self-efficacy (5)
- b) Compare and contrast the contributions of the Psycho-dynamism and Cognitive Theories to the study of psychology. (10)

[25 marks]

Question 3

- a) Explain **three (3)** functions of attitudes. (9)
- b) Examine **five (5)** methods people employ when dealing with cognitive dissonance. (16)

[25 marks]

Question 4

- a) Explain the main signs and symptoms of employee burnout. (9)
- b) Analyse **four (4)** possible options that can be adopted by an employee who perceives some sense of inequity in the workplace. (16)

[25 marks]

Question 5

- a) Explain any **three (3)** functions of ego defence mechanisms. (9)
- b) The management of a large retailer with 220 employees is seeking to motivate its employees in order to improve performance. In your response, include a discussion of a relevant motivation theory. (16)

[25 marks]

End of Paper