



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR 201
COURSE TITLE : THEORIES OF WORK
SPECIAL REQUIREMENTS :
DURATION : 3 Hours
LEVEL : 2.2
DATE : 25 OCT 2021

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

- a) Distinguish between Classical and Operant conditioning. (10 marks)
b) Justify the contributions made by B.F Skinner in the Field of Psychology. (15 marks)

Question 2

Using Maslow's Hierarchy of Needs explain how managers can satisfy employee needs. (25 marks)

Question 3

Critically evaluate the contribution made by the Leadership Trait Theory in explaining Leadership. (25 marks)

Question 4

- (a) Critically evaluate Kurt Lewin's Change Model. (15 marks)
(b) Evaluate the significance of organizational change in contemporary business. (10 marks)

Question 5

Compare and Contrast the Soft and Hard Approach to Human Resources Management. (25 marks)

End of Paper