



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR401
COURSE TITLE : INDUSTRIAL PSYCHOLOGY
DURATION : 3 HOURS
DATE : DECEMBER 2021
SPECIAL REQUIREMENTS : NONE

09 FEB 2022

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer **QUESTION ONE (1)** and any other **THREE (3)** 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 following terms in relation to the workplace

- a) Linguistic intelligence [5 marks]
 - b) Naturalistic intelligence [5 marks]
 - c) Spatial intelligence [5 marks]
 - d) Bodily-kinaesthetic intelligence [5 marks]
 - e) Intrapersonal intelligence [5 marks]
- [25 marks]

Question 2

Discuss the importance of industrial psychology in any private sector firm. [25 marks]

Question 3

Analyse the significance of emotional intelligence amongst managerial employees.

[25 marks]

Question 4

Examine any **four** ways of impression formation at the workplace, and suggest ways to eliminate biases in impression formation.

[25 marks]

Question 5

Today's organisations have been graced by massive technologies, and the increase in millennials and generation Z employees. Discuss two learning theories that are suitable to these organisational characteristics. [25 marks]

End of Paper