



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : **CHR 401**
COURSE TITLE : **INDUSTRIAL PSYCHOLOGY**
SPECIAL REQUIREMENTS : **NONE**
DURATION : **3 HOURS**
DATE : **30 JUN 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 ONE

Assess how impressions are formed in the workplace.

[25 marks]

QUESTION TWO

Discuss how decision-making is an on-going process in the business setting.

[25 marks]

QUESTION THREE

Discuss the following 3 methods of persuasion in relation to the business setting using organizational scenarios.

[25 marks]

QUESTION FOUR

Describe the following techniques in relation to the business setting.

[25 marks]

QUESTION FIVE

Explain the any 5 stages of emotional intelligence as suggested by Daniel Goleman.

[25 marks]