



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR123
COURSE TITLE : INTRODUCTION TO PSYCHOLOGY
SPECIAL REQUIREMENTS : NONE
DURATION : 3 HOURS
DATE :

01 JUL 2022

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 ONE

Discuss the decision-making model by Lunenburg (2010) in relation to the business setting.
[25 marks]

QUESTION TWO

Using examples from your setting, discuss the importance of learning in organisations. [25 marks]

QUESTION THREE

Analyse the importance of emotional intelligence in the workplace. [25 marks]

QUESTION FOUR

Using any learning theories of your choice, discuss how you would ensure successful learning in your organisation. [25 marks]

QUESTION FIVE

Examine the relevance of any eight methods of persuasion to the business setting. Use relevant organisational examples. [25 marks]

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