



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
DURATION : 3 HOURS
DATE :
SPECIAL REQUIREMENTS : 28 NOV 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 []

Section A-compulsory

A certain company interviewed two employees for two same posts. Induction, orientation process well conducted but expected results never pop up to one of their first choice candidate. The first choice candidate has an urban background, fluent in English, more conversant with current affairs and has flying colors in his academic scripts. The second choice candidate lacked confidence during the interview, wasn't fluent in English. After a week, performance was very poor from the first choice candidate and the contract terminated. They hired the second candidate to fill the post, now after orientation and induction everything flows smoothly.

- a) Identify what biases in impression likely to affect placement of employees. (5)
- b) Explain in relation to the above scenario , any methods used in impression formation (20)

Section B – choose three

1. Discuss the factors that affect decision making in an organization in the business setting. (25)
2. Discuss the relevance of different types of intelligence at a workplace. (25)
3. Describe the persuasion techniques in relation to the business setting. (25)
4. Explain the any 5 stages of emotional intelligence as suggested by Daniel Goleman (25)

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