



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS

DEPARTMENT OF ACCOUNTING, FINANCE AND HUMAN CAPITAL MANAGEMENT

EXAMINATION PAPER

MODULE CODE : CHR 123
MODULE TITLE : INTRODUCTION TO PSYCHOLOGY
DURATION : 3 Hours
LEVEL : 1.2
DATE : 09 JUN 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue
2. Answer question number **one (1)** in section A (Compulsory) and any other three (3) questions in section B
3. The number of marks for each question or part question is shown in brackets []
4. Begin each question on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU**

SECTION A (COMPULSORY)

QUESTION 1

- (a) You own a small organisation with ten employees and one of your tasks is making decisions. Identify and discuss the types of decisions you will make
[10 marks]
- (b) With reference to the above question, discuss the process you will use to make the decisions. **[15 marks]**

[TOTAL 25 MARKS]

SECTION B – ANSWER ANY THREE QUESTIONS

QUESTION 2

Discuss the significance of nonverbal communication in the effectiveness of organisational leadership and suggest the various ways in which leaders can develop their nonverbal communication skills to enhance their influence and engagement with employees. **[25 marks]**

QUESTION 3

Examine the following types of intelligence and explain their importance and significance in the workplace;

- (a) Emotional Intelligence **[9 marks]**
- (b) Social Intelligence **[9 marks]**
- (c) Creativity and Innovation. **[7 marks]**

[TOTAL 25 MARKS]

QUESTION 4

Using examples, discuss the importance of learning in an organisation **[25 marks]**.

QUESTION 5

Discuss the significance of social learning and the role of mentoring, coaching and peer-to-peer interactions in facilitating knowledge transfer and skill development in the workplace. Use examples in your answer **[25 marks]**

QUESTION 6

Explore the following theories of motivation and discuss their relevance in understanding employee motivation in the workplace;

- (a) Maslow's Hierarchy of Needs **[12 marks]**
- (b) Herzberg's Two-Factor Theory **[13 marks]**

[TOTAL 25 MARKS]

END OF EXAMINATION QUESTION PAPER

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