



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL ADVANCEMENT

DEPARTMENT OF SOCIAL WORK AND APPLIED PSYCHOLOGY

EXAMINATION PAPER

MODULE CODE : CHR 111
MODULE TITLE : INDUSTRIAL PSYCHOLOGY
DURATION : 3 Hours
LEVEL : 1.1
DATE : 25 NOV 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 ONE

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]

TOTAL MARKS [25 MARKS]

SECTION B – ANSWER ANY THREE QUESTIONS

QUESTION 2

- (i) Explore the emergence of the human relations movement and its significance in the development of industrial psychology. [15 marks]
- (ii) Explain how this movement has shaped the field's approach to understanding and addressing human factors in the workplace. [10 marks]

QUESTION 3

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

- (i) Emotional Intelligence [9 marks]
- (ii) Social Intelligence [9 marks]
- (iii) Creativity and Innovation. [7 marks]

TOTAL MARKS [25 MARKS]

QUESTION 4

Evaluate the impact of a learning organization on the organization's ability to adapt to change, innovate and remain competitive in the market. [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;

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

TOTAL MARKS [25 MARKS]

END OF EXAM QUESTION PAPER

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