



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**

---

**FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING**

---

**DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT**

**EXAMINATION PAPER**

**COURSE CODE** : CHR 201  
**COURSE TITLE** : THEORIES OF WORK  
**DURATION** : 3 HOURS  
**DATE** : MARCH 2021      25 MAR 2021  
**SPECIAL REQUIREMENTS** : NONE

**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 1**

Compare and contrast the Soft and Hard approaches to Human Resources Management.  
(25 marks)

**Question 2**

Discuss any motivational theorist of your own choice and highlight the theory's applicability to contemporary world.  
(25 marks)

**Question 3**

Justify the contributions made by the Behaviourists theories in explaining how human beings learn.  
(25 marks)

**Question 4**

- (a) Critically assess Kurt Lewin's Change Model. (15 marks)
- (b) Evaluate common errors associated with organizational change (10 marks)

**Question 5**

Explain the significance made by Sigmund Freud in explaining Personality clash.  
(25 marks)

**End of Paper**