



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CHR205
COURSE TITLE : INTRODUCTION TO PSYCHOLOGY
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

Examine Victor Vroom's (1964) Theory of Motivation, with the aid of practical examples.

[25 marks]

Question 2

- a) Explain the underlying principles of the following Psychological perspectives;
- i) Psychodynamism (5)
 - ii) Humanism (5)
 - iii) Behaviourism (5)
- b) Distinguish Pavlov's Classical Conditioning Theory from Skinner's Operant Conditioning Theory. (10)

[25 marks]

Question 3

- a) Explain the **three (3)** major objectives of Psychology. (9)
- b) Evaluate any **four (4)** strategies which can be used by decision makers to manage the negative effects of *groupthinking*. (16)

[25 marks]

Question 4

- a) Explain the main signs and symptoms of stress in an organisation. (9)
- b) Analyse **four (4)** factors that determine an individual's sense of self-efficacy in a given situation. (16)

[25 marks]

Question 5

- a) Explain any **three (3)** limitations of punishment as a reinforcement mechanism in the work context. (6)
- b) Discuss any **five (5)** ways through which a Human Resource Manager can utilise his/her understanding of reinforcement schedules in the workplace. (15)

[25 marks]

End of Paper