



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

EXAMINATION PAPER

COURSE CODE : CHR205
COURSE TITLE : INTRODUCTION TO PSYCHOLOGY
DURATION : 3 Hours
DATE : 19 NOV 2019

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

'Freudian psychoanalysis exaggerates the role played by determinism in shaping human personality.' Discuss this assertion with the aid of practical examples.

[25 marks]

Question 2

- a) Explain any **five** possible options that can be adopted by an employee who perceives some sense of inequity in the workplace. (10)
- b) Examine David McClelland's Needs Theory (1961). (15)

[25 marks]

Question 3

- a) Match the following ego defence mechanisms that appear in Group A below with their appropriate explanation in Group B:

Group A

Projection, Suppression, Rationalisation, Displacement, Repression

Group B

- Involves justifying, making excuses or talking down a goal in order to limit feelings of responsibility or disappointment.
- Is an unconscious process that involves us attributing our own unacceptable behaviours, thoughts or feeling onto others.
- Involves redirecting negative feelings and actions away from source to a safer target.
- Is an unconscious mechanism that keeps thoughts that might provoke anxiety out of our conscious mind. (5)

- b) Evaluate the contributions of Social Learning Theory to our understanding of human learning. (20)

[25 marks]

Question 4

- a) Explain any **four** macro level organisational factors which cause stress at the workplace. (8)
- b) Mario is the Registrar of a local university. He is concerned about high staff turnover resulting mainly from high levels of stress. Discuss any **five** strategies that can be employed by Mario to address this problem. (17)

[25 marks]

Question 5

- a) Distinguish *random* from *non-random* sampling techniques in psychological research. (2)
- b) Discuss how Expectancy Theory can be utilised in an organisation as a means of effectively managing staff performance. (11)
- c) With the aid of practical examples, examine any **four** methods people employ when dealing with cognitive dissonance. (12)

[25 marks]

End of Paper