



ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HUMAN RESOURCES MANAGEMENT

SUBJECT: Industrial Psychology

PAPER NO: 526/S04

OCTOBER/NOVEMBER 2012 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five questions.
2. All questions carry equal marks.

This paper consists of 2 printed pages

QUESTION 1

- (a) Assess the role played by psychology in the analysis and solution of organisational problems. (10 marks)
- (b) Discuss the stages a new employee goes through when being socialised at work place. (10 marks)

QUESTION 2

- (a) Define the term personality. (5 marks)
- (b) Describe any five personality attributes that have proved to be the most powerful in explaining individual behaviour in organisations. (15 marks)

QUESTION 3

Discuss any eight factors which influence perception. (20 marks)

QUESTION 4

- (a) Define job design. (5 marks)
- (b) Explain any six elements of a job design. (15 marks)

QUESTION 5

Evaluate the role of money as a motivator in organisations. (20 marks)

QUESTION 6

- (a) Define the term leadership. (5 marks)
- (b) With the aid of a diagram, explain Tannenbaum and Schmidt's leadership continuum. (15 marks)

QUESTION 7

Distinguish between the extra- psychic conflict and intra-psychic conflicts as sources of stress. (20 marks)

QUESTION 8

Describe eight characteristics of an effective team in an organisation. (20 marks)

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