



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 2013 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

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

This paper consists of 3 printed pages

QUESTION 1

Describe how the work environment affects personality. (20 marks)

QUESTION 2

- (a) Explain the concept of individual perceptual test. (8 marks)
- (b) Elaborate the four perceptual problems and show their effects on industrial psychology. (12 marks)

QUESTION 3

Analyse the following types of personalities

- (a) Type A (10 marks)
- (b) Type B (10 marks)

QUESTION 4

- (a) Define participative management. (4 marks)
- (b) Explain four activities in which subordinates can take part in decision making. (12 marks)
- (c) Justify why management may want to share decision making power with subordinates. (4 marks)

QUESTION 5

Discuss the implications of the expectancy theory to:-

- (a) management (10 marks)
- (b) employees (10 marks)

QUESTION 6

Analyse the effectiveness of charismatic leadership and transformational leadership styles in managing teams. (20 marks)

QUESTION 7

- (a) Describe any four strategies used by an organisation to manage stress. (12 marks)
- (b) Explain any four factors that lead to job satisfaction. (8 marks)

QUESTION 8

“Some groups are decisive, productive, creative and satisfying to their members”.

Examine the main advantages of group decision making. (20 marks)

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