



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HUMAN RESOURCES MANAGEMENT

MODULE: Industrial Psychology

**PAPER NO: 526/15/S04
526/22/S04**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer ANY FIVE (5) questions.
2. All question carry equal marks.

This paper consists of 2 printed pages.

QUESTION 1

Explain the contributions made by Sigmund Freud's psychoanalytic theory to the understanding of industrial psychology. (20 marks)

QUESTION 2

- (a) Define job design. (2 marks)
- (b) Describe any six elements of job design. (18 marks)

QUESTION 3

Describe the following kinds of motivation as applied in industrial psychology.

- (a) Intrinsic motivation (10 marks)
- (b) Extrinsic motivation (10 marks)

QUESTION 4

Describe Robert Blake and Jane Mouton's leadership Grid. (20 marks)

QUESTION 5

- (a) Define participative management. (2 marks)
- (b) Explain four activities where subordinates can participate. (8 marks)
- (c) Justify reasons why managers want to share decision making with subordinates. (10 marks)

QUESTION 6

Briefly explain the following terms as used in industrial psychology

- (a) Locus of control (5 marks)
- (b) Cognitive dissonance (5 marks)
- (c) Dispositional attribution (5 marks)
- (d) Fundamental attribution error (5 marks)

QUESTION 7

Explain any five causes of work related stress and suggest possible remedies. (20 marks)

...../cn