BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

≈ OCT 2024

DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

INDUSTRIAL PSYCHOLOGY (HCM 101/ EC 102)

DURATION: 3 HOURS

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INSTRUCTIONS TO CANDIDATES

1. Answer question **one (1)** and any **three other** questions.
2. Start the answer to each question on a fresh page.

QUESTION 1

a) Examine any **five (5)** defense mechanisms which an employee can use when the ego is in conflict with the environment.   **(12 marks)**

b) Explain how an organisation can change employees' negative attitudes to their work, brought by lengthy delays in receiving their salaries   **(13 marks)**

QUESTION 2

a) Explain any **four (4)** options that may be adopted by a worker who may experience a sense of inequity in the workplace.   **(10 marks)**

b) Critically analyse Albert Bandura's Social Learning Theory.   **(15 marks)**

QUESTION 3

Using practical examples, explain how Sigmund Freud's Theory of Psychoanalysis can help Human Resources Managers understand human behaviour.   **(25 marks)**

QUESTION 4

Using an organisation of your own choice, examine how an HR Manager can utilize Abraham Maslow's Theory of Need in dealing with different types of workers.

(25 marks)

QUESTION 5

Compare and contrast Pavlov's Classical Conditioning and B.F Skinner Operant Conditioning.

(25 marks)

QUESTION 6

Examine practical strategies that an organization can adopt in order to utilize Abraham Maslow's hierarchy of needs theory for purposes of enhancing employee's motivational levels.

(25 marks)