



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HUMAN RESOURCES MANAGEMENT

MODULE: Workplace Psychology

PAPER NO: 526/23/M03

DURATION: 3 hours

OCTOBER/NOVEMBER 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. Each question carries 20 marks.**

PAPER NO: 526/23/M03 – WORKPLACE PSYCHOLOGY

QUESTION 1

Explain any five (5) defence mechanisms under Freud's psycho-analytic theory. (20 marks)

QUESTION 2

Outline the five (5) stages of group development. (20 marks)

QUESTION 3

- a) Define the term employee perception. (2 marks)
- b) Elaborate on any six (6) perceptual problems. (18 marks)

QUESTION 4

- a) Explain the term cognitive dissonance. (4 marks)
- b) Analyse any four (4) ways of minimising cognitive dissonance. (16 marks)

QUESTION 5

- a) Define the term attitude. (2 marks)
- b) Explain any six (6) sources of attitudes. (18 marks)

QUESTION 6

- a) Define work place stress. (2 marks)
- b) Explain any six (6) sources of stress at work. (18 marks)

PAPER NO: 526/23/M03 – WORKPLACE PSYCHOLOGY

QUESTION 7

- a) Explain any four (4) signs of personality disorders. (8 marks)
- b) Discuss any four (4) forms of personality disorder. (12 marks)

.../jl