



REFORMOED CHURCH UNIVERSITY

FACULTY OF COMMERCE

**Bachelor of Commerce Honours Degree in Human Resources,
Industrial and Labour Relations Management**

Organisational Learning and Development

HHRM 407

Part 4 Semester 1 Examination

Total Marks [100]

Date: November 2019

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any other three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. You have been appointed by M and M company to develop its learning culture. Justify any **five** approaches you would employ. (25)
2. Compare and contrast the Behaviourism and Cognition theories of learning. (25)
3. Discuss any **six** barriers to learning that are faced by organisations in Zimbabwe. (25)
4. Using any organisation of your choice, evaluate the different approaches to management development that can be used in that organisation. (25)
5. (a) Evaluate the components of emotional intelligence (10)
(b) Write a paper that you would present to the management of your organisation detailing how you would develop emotional intelligence of managers in the organisation. (15)
6. (a) Discuss the roles of effective leadership in the development of a learning organisation. (15)
(b) Write brief notes on the following.
 - (i) Unfreezing (5)
 - (ii) Freezing (5)

End of paper