

Course Code: IDE-BAE 206-1&2 (M) 2006

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR II
FINAL EXAMINATION PAPER, MAY 2006

TITLE OF PAPER : HUMAN RELATIONS 1 & 2

COURSE CODE : IDE-BAE 206 - 1 & 2

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :

- 1. TOTAL NUMBER OF QUESTIONS IN PAPER IS SIX (6).**
- 2. ANSWER ANY FOUR (4) QUESTIONS.**
- 3. THE MARKS TO BE AWARDED FOR EACH QUESTION ARE AS INDICATED ALONGSIDE THE QUESTION.**

NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY AND NEAT PRESENTATION OF WORK. FURTHER MARKS WILL BE AWARDED FOR THE USE OF RELEVANT EXAMPLES.

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

- 1a) Using Maslow's Hierarchy of Needs Model, show how an individual's motivation state can influence the level of interaction she/he has with workmates **(15 marks)**
- b) In what ways can the organisation's management ensure that workers are adequately motivated to do their work as a team? **(10 marks)**

- 2a) Define Personality **(5 marks)**
- b) Discuss the various personality theories and show how these can influence people's relations with others **(20 marks)**

3. Each member of society has a role to play when it comes to societal expectations." Use this statement to answer the following questions:
 - a) What is the difference between roles and status? **(5 marks)**
 - b) As a BAE 2nd year student at UNISWA, show how the different roles you play in society influence the way you conduct yourself as a person. How have you handled the role conflicts that occurred as you try to play each role? **(20 marks)**

4. Outline the three distinct stages of human relations (child, parent, and adult) and describe fully how an individual 'evolves' through each stage. In your discussion, make use of your own experiences as you have gone through each of these stages **(25 marks)**

- 5a) Define power and identify the various sources of power **(5 marks)**
- b) It can be argued that every individual longs for power over others. How do the following factors influence power exchange among people?
 - (i) information **(5 marks)**
 - (ii) material possessions **(5 marks)**
 - (iii) ability to give pleasure **(5 marks)**
 - (iv) ability to 'give' displeasure **(5 marks)**

6. In Swaziland today, there is a great deal of unrest - from student unrest, to civil servants and other groups of workers. A more disturbing phenomenon has been the spate of bombings that have targeted mainly government and related agencies. How can knowledge of human and public relations theory help the authorities in Swaziland to solve the dissatisfaction taking place in society? **(25 marks)**