

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

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR II**  
**SUPPLEMENTARY EXAMINATION PAPER, JULY 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**

1. "You can own the world but without credibility, you are as poor as a church mouse." By use of practical examples, discuss this statement to show the importance of credibility in human relations. In your discussion, show all the aspects of credibility (trustworthiness, expertise, and likability) and show how the lack of each of these aspects can lead to a breakdown in human relations (25 marks)
  
2. "In all our relationships with other people, culture always plays a role." Use this statement to show how the following groups are affected by Swazi culture in their relationships with other members of the society:
  - (i) Men (5 marks)
  - (ii) Women (5 marks)
  - (iii) Children (5 marks)
  - (iv) Strangers and Visitors (5 marks)
  - (v) Employers (5 marks)
  
3. "The world is fast becoming a global village." Discuss this statement and show, using illustrations from your environment, how Swaziland can become part of this global village (25 marks)
  
- 4a) Define leadership and clearly distinguish it from management (5 marks)
- b) Discuss the various methods through which people become leaders, and show whether any one method makes a person a better leader or not. Use your experiences as a guide to answering this question (20 marks)
  
- 5a) Distinguish between human relations and human behaviour (5 marks)
- b) Using the example of Pavlov's dogs experiment, show how the stimulus-response model of human behaviour can be used to illustrate the causes of human behaviour. Use examples from your own environment (20 marks)
  
6. "The modern government is a summation of formal organisations, whose existence is directly controlled by the Government." Discuss this statement in relation to Swaziland's dual governments. How does the presence of these two governments influence human relations? (25 marks)