

Course Code: IDE-BAE 206 (M) 2007

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR V
FINAL EXAMINATION PAPER, MAY 2007

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 THIS 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.**

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

QUESTION 1

- (a) Using your own words, define human relations. [5 marks]
- (b) Use the example of Pavlov's dogs to discuss the stimulus-response model. Show how human behaviour conforms to this model. [20 marks]

QUESTION 2

Discuss the variables in the perceptual process. How do these variables interact in order for an individual to form a perception of reality? [25 marks]

QUESTION 3

"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]

QUESTION 4

- (a) Distinguish among beliefs, attitudes and values. [10 marks]
- (b) How does the fact that people come from different cultures influence the value systems in the University of Swaziland (UNISWA)? [15 marks]

QUESTION 5

- (a) 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 questions. [20 marks]

QUESTION 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]