

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
IDE - ADULT EDUCATION
MAIN EXAMINATION PAPER MAY 2009

TITLE OF PAPER : HUMAN RELATIONS 1&2
COURSE CODE : BAE 206 1&2
DEGREE AND YEAR : BAE II
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : 1. ANSWER ANY FOUR (4) QUESTIONS
2. THE MARKS TO BE AWARDED FOR EACH QUESTION ARE AS INDICATED ALONGSIDE THE QUESTION

SPECIAL REQUIREMENTS: NONE

THIS PAPER SHOULD NOT BE OPENED UNTIL PERMISSION TO DO SO HAS BEEN GRANTED BY THE INVIGILATOR.

1. Use the example of Pavlov's dogs to discuss the stimulus-response model. Use real life examples to show how human behaviour conforms to this model. **(25 marks)**
2. "The success of a leader can only be defined by the people." Discuss this statement with reference to the Traditional leadership in Swaziland. How does this leadership system influence the relationships between the leaders and the people they lead? **(25 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 conflicts that have occurred as you try to play each role? **(20 marks)**
4. "Credibility is an important aspect of human relations. Without it there can be no proper human relations."
 - a) Use this statement to discuss the major components of credibility, i.e. trustworthiness, expertise, and likability. **(15 marks)**
 - b) Use examples to describe the major ways of building and maintaining trust. **(10 marks)**
- 5a) 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)**
6. 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)**