

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION

B. ED (ADULT EDUCATION) YEAR II
MAIN EXAMINATION – MAY 2011

- TITLE OF PAPER** : **HUMAN RELATIONS II**
- COURSE CODE** : **BAE 216**
- WEIGHT** : **100 MARKS**
- TIME ALLOWED** : **THREE (3) HOURS**
- INSTRUCTIONS** : **THIS PAPER HAS SIX (6) QUESTIONS**
- : **ANSWER ANY FOUR (4) QUESTIONS**
- : **THE MARKS FOR EACH QUESTION ARE AS**
INDICATED ALONGSIDE THE QUESTION

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

Question 1

- a) 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
 - ii) Material possessions
 - iii) Ability to give pleasure
 - iv) Ability to 'give' displeasure

(5 marks each)

Question 2

- a) Define leadership. **(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)**

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 each of these aspects can lead to a breakdown in human relations. **(25 marks)**

Question 4

Outline the three 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)

Question 5

"Each member of the 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 role and status? (5 marks)
- b) As a BAE 2nd year student at UNISWA, show how the different roles you play in the 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)

Question 6

In Swaziland today, there is a great 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)