

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
B. ED. (ADULT EDUCATION) YEAR 11
MAIN EXAMINATION PAPER, MAY 2012

TITLE OF PAPER: HUMAN RELATIONS 11
COURSE CODE: IDE-BAE 216
TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS:

- 1. THIS QUESTION PAPER HAS SIX (6) QUESTIONS.**
- 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

Some people have argued that too much power changes people. In fact, they argue that the maxim, “power corrupts, and absolute power corrupts absolutely” is a true reflection of people’s response to power. Use examples to show whether you agree with statement or not. In your discussion, focus on how power affects relationships among people. [25 marks]

Question 2

Discuss the various sources of conflict within an organization. How can this conflict be solved to ensure smooth human relations? [25 marks]

Question 3

“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]

Question 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]

Question 5

Explain how the child stage, parent stage, and adult stage play a role in the development of human relations skills. [25 marks]

Question 6

“The modern government is a summation of formal organization, whose existence is directly controlled by the Government”.

Discuss this statement in relation to the Swaziland’s dual governments. How does the presence of these two governments influence human relations? [25 marks]

End of Question Paper