

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**

**B. ED (ADULT EDUCATION) YEAR 2**  
**FINAL EXAMINATION, DECEMBER 2012**

**TITLE OF PAPER: HUMAN RELATIONS**

**COURSE: IDE-BAE 213**

**WEIGHT: 100 MARKS**

**TIME ALLOWED: THREE (3) HOURS**

**INSTRUCTIONS: ANSWER QUESTION 1 AND THREE (3) OTHERS**

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

### **QUESTION 1: COMPULSORY**

With the aid of examples, discuss the role of culture in shaping human behaviour. In your discussion, state how cultural diversity influences human relations [40 Marks]

### **QUESTION 2**

- a) Briefly discuss perception and its influence on human relations. (10 Marks)
- b) Explain the following concepts related to perception:
  - i) Selective exposure
  - ii) Selective attention
  - iii) Selective retention
  - iv) Selective distortion

### **QUESTION 3**

- a) Distinguish between beliefs, attitudes, and values [10 Marks]
- b) What contribution does the environment have on people's beliefs, attitudes, and values? [20 Marks]

### **QUESTION 4**

- a) With the aid of examples, discuss the concept of motivation and its impact on human relations [10 Marks]
- b) Elton Mayo's Human Relations Theory provides a paradigm shift from Frederick Taylor's Scientific Management Theory. Discuss [20 Marks]

### **QUESTION 5**

- a) What do you understand by role conflict? As a change agent, what strategies would you employ in an attempt to deal with role conflict? [15 Marks]
- b) Briefly discuss the following concepts:
  - i) Expected roles
  - ii) Perceived roles
  - iii) Enacted roles [5 marks each]