

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

B. ED (ADULT EDUCATION) YEAR II

FINAL EXAMINATION, MAY 2013

TITLE OF PAPER : HUMAN RELATIONS II

COURSE CODE : IDE-BAE 216

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS : ANSWER QUESTION ONE (1) AND THREE (3)

OTHER QUESTIONS

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

QUESTION 1: COMPULSORY

Social and personal credibility are critical in human and public relations. It is essential that actors accord one another mutual and reciprocal credibility if they are to benefit from one another's collective behaviour. With the aid of examples critically discuss this statement.

[40 marks]

QUESTION 2

The giving and withholding of rewards cause behaviour to be reinforced and extinguished, respectively. Discuss

[20 marks]

QUESTION 3

With the aid of examples, identify various situations where behaviour change can undermine, or lead to change in mutual trust and credibility.

[20 marks]

QUESTION 4

Social needs are both tangible and intangible. Briefly discuss how the following can influence behaviour change:

- a) Information
- b) Material possessions
- c) Pleasure
- d) Displeasure

[20 marks]

QUESTION 5

Discuss five (5) and methods through which people become leaders.

[20 marks]