

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 2
FINAL EXAMINATION, DECEMBER 2016

TITLE OF PAPER: HUMAN RELATIONS

COURSE CODE: IDE-BAE 213

WEIGHT: 100 MARKS

TIME ALLOWED: THREE (3) HOURS

**INSTRUCTIONS: QUESTION 1 IS COMPULSORY. ANSWER ANY OTHER
THREE (3) QUESTIONS**

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

QUESTION 1 – THIS QUESTION IS COMPULSORY

- a) Define Human Relations and distinguish it from Human Behaviour. **[5 marks]**
- b) With the aid of examples, discuss the role of culture in shaping human behaviour. In your discussion, state how cultural diversity influences Human Relations. **[20 marks]**

QUESTION 2

Discuss the variables in the perceptual process. How do these variables interact in order for an individual to form a perception of reality? **[25 marks]**

QUESTION 3

- a) Explain 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 place each role? **[20 marks]**

QUESTION 4

- a) Distinguish among beliefs, attitudes and values. **[10 marks]**
- b) Examine the contribution the environment has on people's beliefs, attitudes and values? **[15 marks]**

QUESTION 5

- a) What do you understand by role conflict? As a Change Agent, what strategies would you use 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

[10 marks]

QUESTION 6

Discuss the different theories of Motivation and point out the similarities and differences that you observe.

[25 marks]