UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 2

FINAL EXAMINATION, DECEMBER 2017

TITLE OF PAPER: HUMAN RELATIONS I

COURSE CODE: IDE-BAE 213

WEIGHT: 100 MARKS

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: THIS PAPER HAS FIVE (5) QUESTIONS: ANSWER
QUESTION 1 AND ANY OTHER (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, clearly distinguishing it from Human Behaviour.   **[5 marks]**

b) Identify and discuss five (5) elements of effective Human Relations. In your discussion, use examples to illustrate your answer.   **[20 marks]**

QUESTION 2

a) Define perception.   **[5 marks]**

b) Identify and discuss five (5) most commonly found perceptual errors as presented by Kreitner and Kinicki (2007). Use relevant examples to illustrate your answer. **[20 marks]**

QUESTION 3

'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) Explain 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 4

a) Define personality.   **[5 marks]**

b) With the aid of examples, identify and discuss five (5) factors which may affect the personality of an individual.   **[20 marks]**

QUESTION 5

'The world is fast becoming a global village'. Discuss this statement and show, using illustrations from your environment, how Swaziland has become part of this global village.
   [25 marks]