

UNIVERSITY OF SWAZILAND  
INSTITUTE OF DISTANCE EDUCATION  
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 2  
FINAL EXAMINATION, MAY 2018

**TITLE OF PAPER:** HUMAN RELATIONS

**COURSE CODE:** IDE-BAE 216

**WEIGHT:** 100 MARKS

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

**INSTRUCTIONS:** THIS PAPER HAS SIX (6) QUESTIONS: ANSWER FOUR  
(4) QUESTIONS ONLY

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

### QUESTION 1

- a) Define Human Relations. **[5 marks]**
- b) Outline the three (3) stages of Human Relations and explain fully how an individual 'evolves' through each stage. Use your own experiences to support your answer. **[20 marks]**

### QUESTION 2

With the aid of examples, discuss the various sources of conflict within an organization. How can conflict be solved to ensure smooth Human Relations? **[25 marks]**

### QUESTION 3

- a) Explain the meaning of Exchange and Power. **[5 marks]**
- b) Discuss how the following can influence people's behaviour. **[20 marks]**
- i) Information,
  - ii) Material possessions,
  - iii) Pleasure,
  - iv) Displeasure

### QUESTION 4

There are several methods through which people become leaders. With the aid of examples, discuss five (5) methods through which people become leaders and show whether any one method makes a person a better leader or not. **[25 marks]**

### QUESTION 5

With the aid of examples, discuss the five (5) stages of development through which groups sequentially pass through. Indicate the challenges encountered in group formation and maintenance. **[25 marks]**

### QUESTION 6

- a) Describe what social media are and give examples of such media. **[5 marks]**
- b) Discuss the impact social media has on Human Relations. Use your experiences as a guide to your discussion. **[20 marks]**

**End of Paper**