

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) LEVEL 2
FINAL EXAMINATION, DECEMBER 2018

TITLE OF PAPER: HUMAN RELATIONS I

COURSE CODE: AED 219

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) With the aid of an example, explain the term 'Human Relations'. **[5 marks]**
- b) Technology has the advantage of eliminating both distance and face-to-face interactions which is both a benefit and a challenge. Using examples, state whether you agree or disagree with this observation. Make reference to your work as a Change Agent. **[20 marks]**

QUESTION 2

Explain 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) With the aid of examples, explain the following:
- i) Beliefs **[2 marks]**
 - ii) Attitudes **[2 marks]**
 - iii) Values **[2 marks]**
 - iv) Cognitive dissonance **[2 marks]**
 - v) Culture Shock **[2 marks]**
- b) Discuss how cross-cultural communication influences beliefs, attitudes and values. **[15 marks]**

QUESTION 4

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

QUESTION 5

- a) Using an example, define Motivation **[5 marks]**
- b) Examine the following motivation theories and show how each can be used to improve Human Relations in organizations. **[20 marks]**
- i) Maslow's Hierarchy of needs
 - ii) Alderfer's Modified Need Hierarchy Model
 - iii) McClelland's Achievement Motivation Theory
 - iv) Goal Theory of Motivation