

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 2
FINAL EXAMINATION, MAY 2019

TITLE OF PAPER: HUMAN RELATIONS II

COURSE CODE: AED 220

WEIGHT: 100 MARKS

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: THIS PAPER HAS SIX (6) 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

With the aid of examples, describe fully how an individual ‘evolves’ through each stage of Human Relations (child, parent and adult). In your answer, make use of your own experiences as you have gone through each of these stages. **[25 marks]**

QUESTION 2

- a) Explain the term ‘credibility’, clearly distinguishing it from trust. **[5 marks]**
- b) ‘Credibility is an important aspect of Human Relations. Without it there can be no proper Human Relations’. Use this statement to discuss the major components of credibility, i.e. trustworthiness, expertise and likability. **[20 marks]**

QUESTION 3

- a) Define 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

With the aid of examples, examine 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

- a) Explain the concept of social media, giving examples of such media. **[5 marks]**
- b) Identify four (4) concerns and use them to discuss the impact social media has on Human Relations. **[20 marks]**

QUESTION 6

There is strong evidence that groups pass through a sequence of five (5) stages of development. Discuss the stages and indicate challenges encountered in group formation and maintenance. In your discussion, show how Human Relations were catered for. **[25 marks]**

End of paper