

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) LEVEL 2
FINAL EXAMINATION, NOVEMBER 2019

TITLE OF PAPER: HUMAN RELATIONS I

COURSE CODE: AED 219

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 – COMPULSORY QUESTION

- a) Define the term Human Relations [5 marks]
- b) With the aid of examples, identify five (5) cultural events in the context of Eswatini and explain the role of culture in shaping human behaviour. [20 marks]

QUESTION 2

- a) Using an example, define the term 'perception'. [5 marks]
- b) With relevant examples, discuss five (5) most commonly found perceptual errors as presented by Kreitner and Kinicki (2007). [20 marks]

QUESTION 3

Read the scenario below and answer the questions that follow.

Mr. Sibisi is a person who is extremely concerned about contracting HIV, the virus that causes AIDS. He believes that HIV is transmitted through contact with body fluids, including blood. During one of his travels to a remote part of Africa, he is involved in a life-threatening accident and he needs surgery which involves blood transfusion in order for him to stay alive. He believes very strongly that the blood that will be used might not be safe, and that there are chances that he could contract HIV from the transfusion. He is in a dilemma. Does he accept the surgery and blood transfusion in order to stay alive but risk contracting HIV? Or does he reject the transfusion and risk dying? If he rejects the blood transfusion he will be acting consistently with his beliefs and attitudes but then face imminent death. If he accepts the blood transfusion, he will act contrary to his beliefs and attitudes. This decision will most likely save his life; but he could contract HIV which will give him AIDS and risk death anyway.

- a) Give a name for the case above. [2 marks]
- b) With the aid of examples, distinguish between beliefs, attitudes, and values. [8 marks]
- c) Demonstrate how Festinger's (1957) three (3) methods of reducing psychological tension that comes through such cases as above. [15 marks]

QUESTION 4

- a) Define motivation. [5 marks]
- b) With the aid of Maslow's Hierarchy of needs Theory, how unmet needs can affect human behaviour. [20 marks]

QUESTION 5

- a) Briefly discuss the following concepts as they relate to Social status and Relationships:-
Expected roles
Perceived roles
Enacted roles
Role overload
Role ambiguity **[10 marks]**
- b) As a student of UNESWA, discuss four (4) roles you are expected to play in the society and illustrate with relevant examples how you may solve the conflict that emerges as you play these roles. **[15 marks]**

QUESTION 6

- a) Define personality. **[5 marks]**
- b) With the aid of examples, identify and discuss four (4) factors which may affect the personality of an individual. **[20 marks]**

End of Paper