



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
THIRD YEAR FIRST SEMESTER**

**SCHOOL OF ARTS & SOCIAL SCIENCES  
BACHELOR OF ARTS (SOCIAL WORK)**

**COURSE CODE: SWK 1209**

**COURSE TITLE: HUMAN RELATIONS**

**DATE: 24<sup>TH</sup> APRIL, 2019**

**TIME: 1100 - 1300 HOURS**

---

## **INSTRUCTIONS TO CANDIDATES**

- Question **1** is compulsory.
- Answer any other **TWO** questions

### **QUESTION ONE**

- a) Identify and explain guidelines for effective human relations (10 marks)
- b) Discuss the types of groups and state the task oriented roles (10 marks)
- c) Assess styles of conflict management and explain how a win-win solution is applied. (10 marks)

### **SECTION B**

#### **QUESTION TWO**

- a) Discuss Maslow's hierarchy of needs and state how every individual can be well motivated to achieve success in work and in personal life. (10 marks)
- b) Discuss the merits and demerits of conflict in society (10 marks)

#### **QUESTION THREE**

- a) A problem is a gap between what exists and what you want to have. Discuss (5 marks)
- b) Discuss the relationship between Personal attributes and problem solving (5 marks)
- c) Discuss the tips that can help to solve problems creatively (10 marks)

#### **QUESTION FOUR**

- a) A mentor is characterized with the ability of the future vision to guide and lead people towards the achievement of their goals and objectives. Discuss (6marks)
- b) Discuss how positive attitude can aid in tackling personal problems (7 marks)
- C) Communication is a critical tool for holding people together in families and in organizations. Discuss with relevant illustrations (7marks)

#### **QUESTION FIVE**

- a) Personality and stress has a deep relationship. Discuss (5 marks)
- b) Attitudes can be turned into positive actions. Discuss (5 marks)
- c) Highlight Key reasons for procrastination and explain state the techniques for reducing it. (10 marks)

#### **QUESTION FIVE**

- a) "Confidence gives you courage and extends your reach. It lets you take greater risks and achieve far more than you ever thought possible"  
"Discuss (10 marks)
- b) There are several factors that create problems in developing smooth cross-cultural relations, including communication problems. Discuss (10 marks)

**//END**