



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

**SCHOOL OF ARTS AND SOCIAL SCIENCES
BACHELOR OF ARTS IN SOCIAL WORK**

COURSE CODE: SWK 1209-1

COURSE TITLE: HUMAN RELATIONS

DATE: 16/5/2024

TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

- *Answer question ONE (compulsory) and any other TWO*
- *Question one carries 20 marks*
- *All other questions carry 15 marks*

This paper consists of 2 printed pages. Please turn over

QUESTION 1

- a) Discuss TWO human relationship theories and their relevance in social work practice. **(10 marks)**
- b) Explain the significance of human relationships to social work practice. **(10 marks)**

QUESTION 2

- a) Explain the different types of human relationships and their respective characteristics. **(10 marks)**
- b) Outline the significance of self-disclosure in a relationship. **(5 marks)**

QUESTION 3

- a) Martina experiences stage fright, lacks initiative and doesn't like how she looks like. Discuss what might be the cause of Martina's challenge and what corrective measures to assist Martina adjust and live a better life. **(10 marks)**
- b) Outline the factors that enhance team and collaboration at the workplace. **(5 marks)**

QUESTION 4

- a) Explain the major conflict resolution strategies used by managers at the workplace. **(10 marks)**
- b) Citing relevant examples, differentiate between transformational and transactional leadership. **(5 marks)**

QUESTION 5

- a) Citing relevant examples, discuss the role of communication in human relationships **(10 marks)**
- b) Briefly outline the functions of public relations in an organisation. **(5 marks)**

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