



PAN AFRICA CHRISTIAN UNIVERSITY
BA IN COUNSELLING PSYCHOLOGY
END OF TERM EXAMINATION-ONLINE (Dec 2020)
CAMPUS: ROYSAMBU
DEPARTMENT: PSYCHOLOGY
COURSE CODE: COU2233
COURSE TITLE: HUMAN RELATIONS
EXAM DATE: DEC 9TH 2020
DURATION: (3) HOURS
TIME: 6.00-9.00pm

INSTRUCTIONS

- **Read all questions carefully before attempting.**
- **Write your student number where required**
- **Question ONE is Compulsory.**
- **Answer any other Three questions from the choices provided.**

This exam is 40% of the final grade

1. Kili is the manager of Kioto supermarket. His wife and friends talk of him as a warm, understanding person who is easy to work with. Nevertheless, his workers know him as a dull, hotheaded and terrifying boss who is hard to understand. He achieves his goals at the expense of his employee. Recently, Kili has noticed loss of many of his workers. As a God-fearing business man, he would like his business to be successful, profit making and also touching the lives of his workers. After careful thought, he has come to you for counselling.

- a) Articulate Kili's TWO styles of communication towards his employee. (5 Marks)
 - b) Demonstrate TWO ways how Kili's communication styles affect his worker's relationship and their quality of work. (5 Marks)
 - c) Determine to your client in TWO ways the process of good communication. (5 Marks)
 - d) Discuss any TWO qualities of good relationship Keli will need to develop. (5 Marks)
2. a) Identify THREE characteristics of human relations governed by the scriptures. (6 Marks)
- b) Spell out TWO aspects of a good leader. (4 Marks)
3. a) Examine **THREE** factors that make human relations "costly". (6Marks)
- b) Discuss in **TWO** ways the importance of self- awareness. (4 Marks)
4. Differentiate the following terms using relevant examples.
- a) Identity and body image (5Marks)
 - b) Prejudice and discrimination (5Marks)
5. a) Identify the importance of each of these THREE terms:
- i. self- knowledge (2Marks)
 - ii. self -honesty (2Marks)
 - iii. self- love (2Marks)
- b) Specify in TWO ways why agape love is essential in all human relations. (4Marks)
6. a) Summarize TWO disadvantages of contemporary communication on human relations. (4 Marks)
- b) Propose THREE ways you think Christian theology fosters cross-cultural human relations. (6 Marks)

HAVE A MERRY CHRISTMAS AND BLESSED HOPES 2021!

