



**PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELLING PSYCHOLOGY**

MAY-AUGUST 2018

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COU2233

COURSE TITLE: HUMAN RELATIONS & COMMUNICATION

EXAM DATE: THURSDAY 9TH AUGUST 2018

TIME: 2:00PM-5:00PM

INSTRUCTIONS

- Write your **student number** on the answer booklet provided.
- Read the questions carefully before attempting.
- This exam script has **5 questions**
- Answer question **ONE (COMPULSORY)** and any other **TWO** of your choice
- *Write clearly and legibly.*
- *ALL PAC University's examination rules and regulations apply*

SECTION A (COMPULSORY)

QUESTION ONE.

- a. In terms of communication directions, describe the **FOUR** types of communication.(4 marks)
- b. Explain any **TWO** dimensions of agape, according to Sorokin. (4 marks)
- c. **Read the case study given (Makokoto's Case Study) and answer the questions that follow:**

Makokoto can quickly tell what's going on in any situation and is not afraid to speak out about what should be done. He doesn't follow the latest fad, but wears clothes that are practical.

When you first meet Makokoto, you notice he is friendly. Later you realize he hasn't told you much about his personal life. You go out to lunch with Makokoto. He orders steak medium rare, but the meat is served nearly raw. Makokoto shouts for the waiter, and complains loudly. The waiter apologizes and takes the steak back to be cooked longer, but Makokoto doesn't want to wait. He demands to see the manager and tells her in the future he'll eat elsewhere. You both grab a lunch at a drive-through and are back at the office in time for Makokoto's next meeting.

Questions

- i. Define the term communication (1 mark)
- ii. Describe the **THREE** patterns of behavior in communications (3 marks)
- iii. Identify, by giving reason the pattern of behaviour in communications depicted by Makokoto. (2 marks)
- iv. Explain the **FOUR** personal communication styles. (8 marks)
- v. Identify, by giving reason the personal communication style depicted by Makokoto. (2 marks)
- vi. Describe any **TWO** barriers to effective communication (4 marks)
- vii. As a Christian, advice on **TWO** best ways Makokoto could have communicated his feelings (2 marks)

SECTION B (CHOOSE ANY TWO QUESTIONS)

QUESTION TWO

- a. Explain any **TWO** influencers of perception that impact your ability to relate to others.
(4 marks)
- b. Self-confidence can translate to positive human relations in an organization.
 - i. Define the term self-confidence (1 mark)
 - ii. Describe any **THREE** sources of self-confidence (6 marks)
 - iii. Explain any **TWO** ways to improve self-confidence (4 marks)

QUESTION THREE

- a. The Johari window is used a lot in Human Relations:
 - i. Define Johari window (1 mark)
 - ii. Explain what the different grids mean (4 marks)
- b. Describe any **TWO** major forces influencing human behavior at work. (2 marks)
- c. Explain any **FOUR** basic themes that serve as the foundation for effective human relations.
(8 marks)

QUESTION FOUR

Communication is the essence of employee relations

- a. Describe the **SIX** elements of the communication process. (12 marks)
- b. Explain the **THREE** main types of listening (3 marks)

QUESTION FIVE

- a. Identify any **THREE** advantages of using social media as a way of communication in organizations. (3 marks)
- b. Describe any **TWO** ways in which social media can be a source of conflict in an organization. (2 marks)
- c. Explain how any **FIVE** principles of nonverbal communication should be considered when you communicate with others. (10 marks)