



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 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COUNSELLING PSYCHOLOGY

COURSE CODE: COU2233

COURSE TITLE: HUMAN RELATIONS & COMMUNICATION

EXAM DATE: MONDAY 5th AUGUST 2019

DURATION: 2 HOURS

TIME: 5:30PM-7:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- **This Exam Script has TWO (2) Sections.**
- **Section “A” is COMPULSORY.**
- **Answer any THREE questions in section “B”**
- *ALL PAC University’s examination rules and regulations apply*

SECTION A : COMPULSORY 40 MARKS

QUESTION ONE

- (a) Define the following terms
 - (i) Communication 2 marks
 - (ii) Interpersonal communication 2 marks
- (b) Discuss three functions of relationships 6marks
- (c) (i) Explain the concept of Agape in relation to human relations 4 marks
- (ii) Using biblical knowledge, qualify the fact that;” God is relational” 6 marks
- (d) (i) Explain any two stages in learning of communication skills 4 marks
- (ii) Discuss any three purposes of persuasion in communication 6 marks
- (e) Explain any three ways in which contemporary forms of communication have affected human relations 6marks
- (f) Differentiate between growth and maturation 4 marks

SECTION B – 60 MARKS- ANSWER ANY THREE QUESTIONS

QUESTION TWO

- (a) Describe the four processes of disclosure as presented by Altman and Taylor in the social penetration theory 8 marks
- (b) Discuss the ‘Cost Benefit social Exchange theory’ 6 marks
- (c) Explain any three importance of feedback in communication 6 marks

QUESTION THREE

- (a) Describe five components of effective communication. 10 marks
- (b) Analyze two central relational dialectical tensions which may exist during interpersonal communication 6 marks
- (C) Elaborate on any two communication skills that a counselor need to incorporate in therapy 4 marks

QUESTION FOUR

- (a) Explain any three characteristics of interpersonal communication 6marks
- (b) Discuss any two forms of power in relation to interpersonal communication 4 marks
- (c) Explain five steps to successful persuasion 10 marks

QUESTION FIVE

- (a) Justify the concept of Agape in 1st Corinthians 13 in cross –cultural Human relations 6 marks
- (b) Explain any four barriers to effective cross cultural communication 8 marks
- (c) Describe any three ways in which the study of “ human relations and communication” has influenced you. 6 marks