



**PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
ARTS COUNSELLING PSYCHOLOGY**

CAMPUS: ONLINE & DAY

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COU 2233

COURSE TITLE: HUMAN RELATIONS AND COMMUNICATION

EXAM DATE:

TIME:

INSTRUCTIONS:

SECTION A COMPULSORY- 20MKS

QUESTION ONE

- a) Expound the following terms in Human Relations and Communication
(4mks)
- b) Differentiate between intrapersonal communication and interpersonal communication
(2mks)
- c) Explain TWO Signs of a Healthy Relationship.
(4mks)
- d) Describe TWO characteristics of Agape Love.
(2mks)
- e) Read the following case study and answer the questions that follow;

Mark is 28 years old and works for his uncle in the city and comes to you for counselling. He often stays back after work to talk with his uncle or friends. His wife Sarah has threatened to leave him if he does not keep on his lateness. Mark says he spends with his friends because the time he spends with the wife is in arguing and undermining each other. So he avoids even the communication. He loves her but is finding it hard to put up with her temperaments.

i) Explore TWO underlying issues that you would discuss with the couple.
(4mks)

ii) Highlight TWO Barriers affecting effective communication between Mark and the wife.
(4mks)

SECTION B (CHOOSE ANY TWO QUESTIONS) 20MKS

QUESTION TWO

- a) Describe TWO Factors that affect self-concept in a human being (2mks)
- b) Examine TWO barriers to creating positive cross-cultural human relations (2mks).
- c) Explain how psychology and sociology factors affect self-concept (2mks)
- d) Differentiate between the following factors of persuasion and power in relations and communication.
 - i. Prejudice and Discrimination
(2mks)
 - ii. Stereotypes and Biases in understanding Audiences
(2mks)

QUESTION THREE

- a) *Highlight Two Characteristics of Self-Concept in developing inter-relationships.*
(2mks)

QUESTION THREE

- a) The church you attend has organized a youth conference and you have been invited to lead in the discussion on personality.
 - i) Highlight three aspects as a counselor, you would discuss from both Biblical concept and psychological perspective.
(3mks)
 - ii) Classify two aspects/characteristic of developing good interpersonal communication skills among the youth.
(2mks)
- b) Differentiate between Christian leadership and contemporary leadership
(2mks)
- c) Clarify Three Limiting Beliefs for Personal Growth and Maturation
(3mks)

QUESTION FOUR

a) Read the following case study and answer questions that follow;

Alex calls his 18years old son who is fully engrossed into his phone but the son doesn't respond and keeps shaking his head. Next to him his 15 years old is just smiling to her phone and occasionally laughs loudly. His 8 years old has even put a chair near the TV and didn't realize his father coming into the room.

- i. Describe any TWO roles of mass media in shaping the behavior of an adolescent
(4mks)
- ii. Discuss any TWO styles of communication Alex could use to improve family relations.
(4mks)

b) Explain two principles of Personal Growth and Maturation.
(2mks)

QUESTION FIVE

a) Clarify any TWO Biblical Principle of Christian Relations.
(2mks)

b) Highlight FOUR similarities of the four types of LOVE.
(4mks)

C) Evaluate THREE impact of culture and gender differences in communication.
(4mks)