



**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS COUNSELLING PSYCHOLOGY
MAY-AUGUST 2021**

CAMPUS: ONLINE

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COU 2233

COURSE TITLE: HUMAN RELATIONS AND COMMUNICATION

EXAM DATE: 2nd AUGUST 2021

TIME: 5:30 PM - 8:30 PM

INSTRUCTIONS

- Read the questions carefully before attempting.
- This Exam accounts for thirty **(40)** per cent of your total grading.
- The Exam has two sections – Section A and B.
- Section A has a compulsory question that carries **Twenty (20)** marks. Attempt all the sections.
- Section B has **four (4)** questions, each carrying **Ten (10)** marks. You are required to answer any **two (2)**.
- Only the first two questions from section B attempted on the exam platform will be marked. If you do not wish that to happen, delete any answers you do not wish marked.

ALL PAC University's examination rules and regulations apply

PART 1 ANSWER ALL QUESTIONS TWENTY MARKS

Question one

Explain the following

- a) Servant leader. 2 mark
- a) Human relationship. 2 mark
- b) Self- awareness. 2 marks
- c) Describe any three principles that can followed to improve interpersonal relationship. 6 marks
- d) With illustration discus four attributes of a Christian leader. 8 marks

PART 2 ANSWER ANY 2 QUESTIONS

Question two

- a) Explain the concept of Agape love. 2 marks
- b) Distinguishing interpersonal communication from other types of communications.4 marks
- c) Evaluate the implications of agape love on human relations. 4 Marks

Question three

- a) Give two reasons why is it important for counselor to develop high self-esteem (Give examples to justify your answers. 2 marks
- b) Discuss any four components self-concept. 8 marks

Question four

- a) Explain two functions that interpersonal communication Serves. 2 marks
- b) Discuss the major factors in leadership.4 marks
- c) Compare and contrast self-awareness and self-reflection.4 marks

Question 5

- a) With examples explain two remedies to barriers of effective communication. 2 marks
- b) Explain four purposes of communication.4 marks
- c) Discuss any four characteristics which form the building blocks of healthy family relationships. 4 marks