

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**SECOND YEAR FIRST SEMESTER**

**SCHOOL OF ARTS AND SOCIAL SCIENCES**

**BACHELOR ARTS IN SOCIAL WORK**

**COURSE CODE : SWK** 1209

**COURSE TITLE:** HUMAN RELATIONS

**DATE: 15TH MAY, 2017 TIME: 1100 – 1300 HRS**

**INSTRUCTIONS TO CANDIDATES**

* ***Answer question ONE (compulsory) and any other TWO questions.***
* ***Question one carries 30 marks***
* ***All other questions carry 20 marks***

**QUESTION** ONE

1. Discuss individual characteristics and implications of human relation **( 10 marks)**
2. Describe factors affecting human relation **( 10 marks)**

**QUESTION TWO**

1. Explain elements of deliberate effort to develop a helping relationship **( 10 marks)**
2. Explain Max Weber’s three types of Authority **( 10 marks)**

QUESTION THREE

1. Enumerate the best steps that society members can consider while relating with the authority. **(10 marks)**
2. Citing salient examples, explain the indictors of a healthy and caring relationship **(10 marks)**

**QUESTION FOUR**

1. Peer and colleague relations are crucial in any working organization. Discuss

**(10 marks)**

1. Using salient examples, explain the different leadership styles in a working environment. **( 10 marks)**

**QUESTION FIVE**

1. Discuss the advantages of communication in any working relation **( 10 marks)**
2. Explain the Joharis window of human interaction **( 10 marks)**

**//END**