



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF ARTS & SOCIAL SCIENCES
BACHELOR OF ARTS (SOCIAL WORK)**

COURSE CODE: SWK 1209

COURSE TITLE: HUMAN RELATIONS

DATE: 2ND MAY, 2018

TIME: 1100 - 1300 HRS

INSTRUCTIONS TO CANDIDATES

- Question 1 is compulsory.
- Answer any other **TWO** questions

QUESTION ONE

- a) Discuss the role of a social worker in dealing with human relations
(20 marks)
- b) Discuss generation gap and personality clashes in a community
(10 marks)

QUESTION TWO

- a) "love thy neighbor" is one of the world's best known human relations principle. Discuss
(10 marks)
- b) State Maslow's hierarchy of needs and explain why one must stay motivated in order to achieve his or her goals.
(10 marks)

QUESTION THREE

- a) Discuss characteristics and importance of groups in organizations.
(10marks)
- b) Discuss types of organizational communication and state its barriers
(10 marks)

QUESTION FOUR

- a) "Communication is a critical tool for holding people together in families and organizations". Discuss
(10 marks)
- b) Describe any five ways of solving problems and making decisions skillfully
(10marks)

QUESTION FIVE

Write short notes on the following

- i. Task-oriented roles
- ii. Personality and stress
- iii. Self- defeating attitude
- iv. Neurobiological disorders
(20 marks)

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