



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

SEPTEMBER –DECEMBER 2021

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF DEVELOPMENT & SOCIAL STUDIES

REGULAR/ODEL PROGRAMME

SSW 206: HUMAN RELATIONS

Date: DECEMBER 2021

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any TWO Questions

- Q1. (a) Identify seven basic themes that serve as the foundation for effective human relations. **(10 marks)**
- (b) Discuss how Leadership differs from management **(10 marks)**
- (c) Developing skills relevant to relations is essential for an organization as it helps it in achieving efficiency and productivity. Discuss essential skills in an organization. **(10 marks)**
- Q2.
- a) Discuss Characteristics of Successful Professional Relationships **(10 marks)**
- b) Explain the influence of culture on human relations **(10 marks)**

Q3. Social workers recognize the central importance of human relationships. Discuss the importance of human relations in social work practice **(20marks)**

Q4. State and explain Conflict Triggers in an organization citing of resolving them **(10 marks)**

Explain the major personal and work-related causes of stress **(10 marks)**

Q5. Valuing diversity means appreciating everyone's uniqueness, respecting differences, and encouraging every worker to make his or her full contribution to the organization. Identify ways in which a leader can enhance work force diversity in an organization. **(20 Marks)**

END