



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

SEPTEMBER – DECEMBER 2019 TRIMESTER

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

REGULAR PROGRAMME

SSW 206: HUMAN RELATIONS

Date: DECEMBER 2019

Duration: 2 Hours

INSTRUCTIONS: Answer Questions ONE and any other TWO Questions

- Q1 . Define key characteristics of : **(30 Marks)**
- i) Formal organizations
 - ii) Informal organizations
- Q2. Discuss how culture affect human relations **(20 marks)**
- Q3. Discuss the following Dimensions of leadership styles **(20 marks)**
- i) Transformational Leadership
 - ii) Transactional and Non- Transactional
 - iii) Laissez-Faire Leadership
- Q4. Human relations are an important aspect of people's life's at ; individual , family and organizational level, Discuss. **(20 marks)**
- Q5. Explain some of the personal communication strategies for building good relationships. **(20 marks)**
- Q6. Differentiate the following terms : **(20 marks)**
- i) Authority
 - ii) Influence
 - iii) power

END