



"Investing in Africa's Future"

**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES AND
EDUCATION**

HPS 427 GROUP DYNAMICS AND HUMAN RELATIONS

END OF SECOND SEMESTER EXAMINATIONS

APRIL/MAY 2019

LECTURER: MRS C. MADZIWA

INSTRUCTIONS

- 1 Do not write your name on the answer sheet
 - 2 Use answer sheets provided
 - 3 Answer all questions in Section A and two questions in Section B
 - 4 Begin your answer for each question on a new page
 - 5 Each question carries 20 marks
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SECTION A

Question 1

- i) Define the term cohesion (2 marks)
- ii) State the forms of communication that are important in groups (3 marks)
- iii) Give examples of task roles in groups (2 marks)
- iv) Briefly examine whether diversity has advantages or disadvantages in groups (4 marks)
- v) Examine the forms of power used by leaders in groups (3 marks)
- vi) Give examples of four support groups and state the major objective of each group (4 marks)

SECTION B

Question 2

- a) Discuss as many characteristics as possible that make a group viable and sustainable (10 marks).
- b) Explain how compliance and deviance can be either negative or positive in a group situations (10 marks).

Question3

Explain the types of communication and communication barriers that exist today. Illustrate your answer using three real groups.

Question 4

Discuss the stages of group formation. Explain the group types and the ones which are more sustainable.

Question 5

Examine causes of conflicts in groups and how they can be resolved. Illustrate your answer using practical examples.
