



"Investing in Africa's Future"

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

HPS 427 GROUP DYNAMICS AND HUMAN RELATIONS

END OF SEMESTER EXAMINATION

NOVEMBER 2019

LECTURER: MRS. C. MADZIWA

DURATION: 3 HRS

INSTRUCTIONS

1. Do NOT write your name
2. Use answer sheets provided
3. Answer all questions in Section A and any TWO in Section B
4. Read and understand questions before you answer
5. Each question carries 20 marks
6. Take note of mark distribution in each question

SECTION A

Question 1

- i) Define the term “cohesion” (2 marks)
- ii) Which forms of communication are important in groups? (3 marks)
- iii) Give examples of blocking roles in groups (2 marks)
- iv) Briefly discuss whether diversity has advantages or disadvantages in groups (4 marks)
- v) Examine the importance of groups (3 marks)
- vi) Imagine you were to form a support group for women survivors of Cylone *Idai*. What would be your goals and activities (5 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 group situations. (10 marks)

Question3

Explain the goals and activities of Friendship bench support group. If you were asked to make some recommendations to make it more efficient, what would they be.

Question 4

Discuss the stages of group formation. In your answer, explain the group types and which ones are more sustainable.

Question 5

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