COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES & EDUCATION

NHPS427: GROUP DYNAMICS AND HUMAN RELATIONS

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2025

LECTURER: DR. P. MUCHEMWA-MUNASIREI

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper contains **TWO** sections (Section A and Section B).

2. Section A is **COMPULSORY**.

3. Answer **ANY TWO (2) questions** from Section B.

4. Start each question on a new page in your booklet.

5. Credit will be awarded for logical, systematic and neat presentation

6. Do not repeat material.

SECTION A: COMPULSORY

INSTRUCTION: *Answer Question 1.*

Question 1

A project team at Africa University consisting of members from different departments, has been facing ongoing conflicts that have hindered their progress on a critical project. As a conflict resolution consultant:

a. Examine the potential sources of conflict within the team. **[20 Marks]**
b. Discuss the various conflict resolution styles that team members might adopt. **[10 Marks]**
c. Propose practical mediation techniques that can be employed to resolve these conflicts effectively. **[10 Marks]**

SECTION B

INSTRUCTION: *Answer ANY TWO Questions*

Question 2

a. Discuss how cultural differences and language diversity at Africa University complicate effective communication. **[10 Marks]**
b. Examine the potential consequences of neglecting diversity and inclusion at Africa University. **[10 Marks]**
c. Suggest targeted strategies that can be designed to not only overcome these barriers but also enhance mutual understanding and collaboration among community members. **[10 Marks]**

Question 3

Assess two leadership styles and their influence on group performance and cohesion. **[30 Marks]**

Question 4

Consider a specific group project you have been involved in, either in school or community. Analyze the roles played by different members of the group. Provide practical examples that demonstrate how specific roles either enhanced or hindered group cohesion and success. **[30 Marks]**

Question 5

Analyse how groupthink can hinder effective decision-making, and the strategies that leaders use to encourage diverse perspectives and critical thinking. **[30 Marks]**

END OF PAPER