

FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
SCHOOL OF SCIENCE AND TECHNOLOGY EDUCATION
DEPARTMENT OF SCIENCE EDUCATION

FIRST SEMESTER EXAMINATION SESSION: 2020/2021

COURSE TITLE: PRINCIPLES OF HUMAN RELATION

COURSE CODE: EDU414 UNITS: 2

INSTRUCTION: ANSWER QUESTION ONE (1) & ANY OTHER TWO (2), QUESTIONS

TIME ALLOWED: 2 HOURS

1. (a) Briefly discuss the relevance of Elton Mayor's Theory in Human Relation (5 marks)
(b) Mention any five (5) criticism of Elton Mayor's Theory (5 marks)
(c) Succinctly discuss five (5) elements of Henry Fayol's Management Theory in Human Relation (5 marks)
(d) Enumerate any five (5) of Henry Fayol's Principles of Management Thoery (5 marks)
2. (a) Explain clearly the concept of Human Relation (5 marks)
(b) Briefly explain the five (5) types of Human Relation (5 marks)
(c) State and explain any five (5) principles of Human Relation approach (5 marks)
(d) Why do we study Human Relations in the school? (5 marks)
3. (a) Briefly explain the concept of conflict management in Human Relation (5 marks).
(b) Explain briefly the concept of ethics as a basic and fundamental principle in Human Relation (5 marks)
(c) Explain clearly with good and relevant examples, five do's and five don'ts in Human Relation (10 marks)
4. (a) Communication is an important component of Human Relation. Discuss this assertion. (8 marks)
(b) With concrete examples briefly explain the following terms: (i) Motivation (ii) Respect (iii) Honesty (iv) Sympathy (v) Empathy (vi) Eye contact (12 marks)
5. (a) There are many obstacles which can affect human relationship. These obstacles can go a long way to hinder good relationship among individuals, thereby creating ineffective human relation. Justify this statements. (10 marks)
(b) Critically examine the concept of Hard and soft skills in Human Relation (10 marks)