

2802/301
2920/301
HUMAN RELATIONS
June/July 2019
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT
DIPLOMA IN BAKING TECHNOLOGY
MODULE III**

HUMAN RELATIONS

3 hours

INSTRUCTIONS TO CANDIDATES

You should have an answer booklet for this examination paper.

This paper consists of TWO sections; A and B.

Answer ALL the questions in Section A and any THREE questions from Section B in the answer booklet provided.

Maximum marks for each part of a question are as indicated.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (40 marks)

Answer ALL the questions in this section.

1. State **four** limitations of the bureaucratic system of organization. (4 marks)
2. Outline **four** ways in which employees may contribute to poor human relations in an organization. (4 marks)
3. Identify **four** stages in the group formation process. (4 marks)
4. In relation to Maslows hierarchy of needs theory, outline **four** ways in which management may meet the esteem needs of employees. (4 marks)
5. State **four** consequences of inter personal conflicts in an organization. (4 marks)
6. Highlight **four** leadership behaviour associated with the Path Goal Theory of Leadership. (4 marks)
7. Explain **two** circumstances under which the job may be a source of stress for an employee. (4 marks)
8. Outline **four** levels of employee participation in management. (4 marks)
9. State **four** indicators of employee frustration at the work place. (4 marks)
10. Distinguish between personality and attitude. (4 marks)

SECTION B (60 marks)



Answer any **THREE** questions from this section.

11. (a) Explain **four** reasons that make it necessary for an organization to engage in public relations activities. (8 marks)
- (b) Explain **three** assumptions of Theory Y according to Mc Gregor's Two Factor Theory of Motivation. (6 marks)
- (c) Explain **three** personality traits that may enable an employee to overcome frustration. (6 marks)
- ✓12. (a) Explain **four** factors that may positively influence employee morale in an organization. (8 marks)
- (b) Certain factors make work committees ineffective as a form of employee participation in management. Explain **four** such factors. (8 marks)
- (c) Outline **four** duties of a group leader. (4 marks)
- ✓13. (a) Explain **five** challenges that an organization may face as a result of having a stressed workforce. (10 marks)
- (b) Explain **five** factors that may enhance group cohesiveness in an organization. (10 marks)
- ✓14. (a) The level of interpersonal conflict at Zama Limited has been rising in the recent past. Explain **five** ways in which the management may have contributed to this situation. (10 marks)
- (b) Explain **five** negative effects of social media on human relations in an organization. (10 marks)
15. (a) An individual's self-concept is determined by certain factors. Highlight **four** such factors. (8 marks)
- (b) Explain **four** ways in which managers may improve their leadership abilities. (8 marks)
- (c) Outline **four** characteristics of the Autocratic style of leadership. (4 marks)

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