

2802/301

2920/301

HUMAN RELATIONS

June/July 2017

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 .

*This paper consists of **TWO** sections; **A** and **B**.*

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

Maximum marks for each part/section 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. Outline **four** benefits that may accrue to an organization that embraces a bureaucratic system of governance. (4 marks)
2. Distinguish between *perception* and *values* as used in human relations. (4 marks)
3. State **four** work-related factors that may lead to stress in an employee. (4 marks)
4. Highlight **four** features of an effective work group. (4 marks)
5. In relation to conflict resolution, differentiate *mediation* from *arbitration*. (4 marks)
6. State **four** ways in which servant leadership may be demonstrated in an organization. (4 marks)
7. Outline **four** factors that may hinder effective delegation of duties in an organization. (4 marks)
8. State **four** indicators of a frustrated workforce. ^{QUESTION} (4 marks)
9. Women at the work place are increasingly taking management positions in organizations. Highlight **four** challenges that such managers may face. (4 marks)
10. State **four** ways through which a manager of an organization may cause low employee morale. (4 marks)

SECTION B (60 marks)

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

- 11/ (a) State **four** measures that an employee of an organization may take to minimize work-related stress. (4 marks)
- (b) Explain **four** ways in which conflict may positively impact on an organization. (8 marks)
- (c) Explain **four** reasons that make it necessary to use a group when solving a problem in an organization. (8 marks)

- 12/ (a) Outline **four** benefits that may be associated with involving employees in the management of an organization. (4 marks)
- (b) Explain **four** measures that the management of an organization may take to prevent intergroup conflicts. (8 marks)
- (c) Explain **four** functions of the public relations department in an organization. (8 marks)
13. (a) Identify the levels of Maslow's hierarchy of needs giving an example in each case (level of hierarchy). (5 marks)
- (b) In relation to Herzberg's two-factor theory, highlight **five** factors that may contribute to employees' satisfaction. (5 marks)
- (c) Explain **five** strategies that the management of an organization may adopt to enhance employees' positive attitude towards change. (10 marks)
14. (a) Explain **four** reasons that make it necessary for managers to understand the area of personality. (8 marks)
- (b) (i) Explain the meaning of the term group as used in human relations.
(ii) Explain **five** factors that may enhance group formation in an organization. (12 marks)
15. (a) ● Outline **six** factors that may determine an employee's attitude in an organization. (6 marks)
- (b) Highlight **six** skills that a good leader should possess. (6 marks)
- (c) Explain **four** ways in which employees may react to work-related frustrations. (8 marks)

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