

Name: \_\_\_\_\_

Index No: \_\_\_\_\_

2802/301

2920/301

HUMAN RELATIONS

Oct./Nov. 2015

Time: 3 hours

Candidate's Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

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

**MODULE III**

**HUMAN RELATIONS**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*Write your name and index number in the spaces provided above.*

*Sign and write the date of the examination in the spaces provided above.*

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

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

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

*Do NOT remove any page(s) from this booklet.*

*Candidates should answer the questions in English.*

**For Examiner's Use Only**

Section	Question	Maximum Score	Candidate's Score
A	1-10	40	
B		20	
		20	
		20	
	<b>Total Score</b>	100	

**This paper consists of 16 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 on the spaces provided after each question.

1. State **four** indications of good human relations in an organization. (4 marks)

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2. Outline **four** internal factors which may influence an employee's perception of work. (4 marks)

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3. Identify **eight** attributes of a good leader. (4 marks)

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4. Highlight **four** behavioural symptoms of a stressed employee at the work place. (4 marks)

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5. Outline **four** characteristics of an effective work group in an organization. (4 marks)

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6. (a) Identify **four** criteria that may be used to differentiate individuals in an organization. (2 marks)

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(b) In relation to Fredrick Hertzberg's theory of motivation, identify **four** factors that may lead to job dissatisfaction. (2 marks)

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7. State **four** limitations of bureaucracy in an organization. (4 marks)

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8. Outline **four** sources of intergroup conflict in an organization. (4 marks)

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9. Highlight **four** benefits that may be associated with involving employees in the management of an organization. (4 marks)

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10. State **four** measures that the management of an organization may take to minimize frustrations among employees. (4 marks)

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**SECTION B (60 marks)**

Answer any **THREE** questions from this section in the spaces provided after question 15.

11. (a) Distinguish between values and beliefs. (4 marks)
- (b) Explain **three** developmental steps that may be followed in order to improve one's personality. (6 marks)
- (c) A lot of attention is increasingly being paid to manager's styles of leadership. Explain **five** reasons that may be attributed to this attention. (10 marks)
12. (a) Explain **three** factors that may influence the process of attitude change. (6 marks)
- (b) In relation to Sigmund Freud's theory of personality, explain **three** defence mechanisms which are commonly observed in the places of work. (6 marks)
- (c) Explain **four** strategies that the management of an organization may adopt to enhance employees' participation in management. (8 marks)
13. (a) Outline **six** objectives that public relations may seek to achieve in an organization. (6 marks)
- (b) Explain **three** job related factors that may lead to stress in an employee in an organization. (6 marks)

