

2802/301
2920/301
HUMAN RELATIONS
June/July 2018
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 of a question are as shown.

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** indicators of low morale among employees in an organization. (4 marks)
2. Explain **two** reasons that may make employees to form attitudes. (4 marks)
3. Outline **four** characteristics of a group at the formation stage. (4 marks)
4. Explain each of the following types of organizational conflicts:
 - (a) interpersonal conflict;
 - (b) intrapersonal conflict. (4 marks)
5. Outline **four** circumstances under which an individual employee may contribute to work related stress. (4 marks)
6. State **four** personal attributes of a good leader. (4 marks)
7. There are certain objectives that organizations aim to achieve through employee participation in management. State **four** such objectives. (4 marks)
8. State **four** factors that may cause frustration among employees in an organization. (4 marks)
9. Highlight **four** components of human relations. (4 marks)
10. State **four** factors that may influence social stratification. (4 marks)

SECTION B (60 marks)

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

11. (a) Explain **five** features of a bureaucratic organization. (10 marks)
12. (b) Explain **five** factors that may influence the effectiveness of a leader in an organization. (10 marks)
13. (a) Explain **five** challenges that an organization may face as a result of operating with a demotivated workforce. (10 marks)
14. (b) Explain **five** reasons that may make employees to join groups. (10 marks)

13. (a) Explain **two** circumstances under which employee attitude may have a positive effect on behaviour. (4 marks)
- (b) Explain **five** positive effects of conflicts in an organization. (10 marks)
- (c) Outline **three** features of the Sigmud Freud's theory of personality. (6 marks)
- X 14. (a) Pont limited intends to introduce a motivation programme for its employees. Explain **five** factors that should be considered when designing this programme. (10 marks)
- (b) Highlight **five** organizational factors that may lead to stress among employees. (10 marks)
- X 15. (a) Highlight **four** circumstances under which the Autocratic Leadership style may be appropriate to use in an organization. (8 marks)
- (b) Employee participation in management at Soki Limited has not been effective. Explain **four** reasons that may have led to this situation. (8 marks)
- (c) Outline **four** ways in which employees may react to frustration at the workplace. (4 marks)

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