



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN FOOD AND BEVERAGE PRODUCTION

HUMAN RELATION

DATE: 30/10/2020

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

- (i) This paper consists of two sections A and B.
- (ii) Answer all the questions in section A and any Three questions in section B.

SECTION A

1. a) State FOUR limitations of the bureaucratic system of organization (4 marks)
- b) Outline FOUR ways in which employees may contribute to poor human relations in an organization (4 marks)
- c) Identify FOUR stages in the group formation (4 marks)
- d) In relation to Maslows hierarchy of needs theory, outline FOUR ways in which management may meet the esteem needs of employee (4 marks)
- e) State FOUR consequences of inter personal conflicts in an organization (4 marks)
- f) Highlight FOUR leadership behaviour associated with the path Goal Theory of leadership (4 marks)
- g) Explain TWO circumstances under which the job may be a source of stress for an employee (4 marks)
- h) Outline FOUR indicators of employee frustration at the work place (4 marks)
- i) Distinguish between personality and attitude (4 marks)

SECTION B (60MARKS)

Answer any THREE question from the section

2.
 - a) Explain FOUR reasons that makes it necessary for an organization to engage in public relation activities (8 marks)
 - b) Explain THREE assumption of Theory Y according to Mc Gregor's TWO factors Theory of motivation (6 marks)
 - c) Explain THREE personality traits that may enable an employee to overcome frustration (6 marks)
3.
 - 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)
4.
 - 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)
5.
 - 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)
6.
 - 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)