

Name _____ Index No. _____

2802/301

2920/301

HUMAN RELATIONS

June/July 2015

Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN BAKING TECHNOLOGY
DIPLOMA IN FOOD AND BEVERAGE PRODUCTION,
SALES AND SERVICE MANAGEMENT
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 consists of SIX questions.

*Answer **Question 1** and any other **FOUR** questions from Section B in the spaces provided in this question paper.*

All questions carry equal marks and maximum marks to each part of a question are as shown.

*Do **NOT** remove any pages from this question paper.*

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1	20	
B		20	
		20	
		20	
		20	
Total Score			

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.

1. (a) Explain the meaning of the following terms:
 - (i) human relations; (2 marks)
 - (ii) social organizations. (2 marks)
- (b) Highlight **four** factors that make individuals in the workplace different. (4 marks)
- (c) Explain the meaning of:
 - (i) personality; (2 marks)
 - (ii) employee morale. (2 marks)
- (d) Highlight **four** reasons for empowering employees. (4 marks)
- (e) Identify **four** characteristics of a leader. (4 marks)
2. (a) (i) Distinguish between McGregor's Theory X and Y managers. (4 marks)
- (ii) Explain how a theory Y manager achieves positive results from employees. (6 marks)
- (b) Enumerate **five** ways managers may destroy employee morale. (10 marks)
3. (a) (i) Illustrate Maslows hierarchy of needs. (4 marks)
- (ii) When dealing with employees, managers must understand that people cannot fulfil higher order needs before lower order needs. Explain. (6 marks)
- (b) Fredrick Herzberg believed that hygiene factors were necessary to keep workers satisfied. Explain five hygiene factors in a hospitality establishment. (10 marks)
4. (a) Explain **four** characteristics management would look for in staff seeking promotion. (8 marks)
- (b) (i) Explain the meaning of the term bureaucracy. (2 marks)
- (ii) Using Max Weber's theory, explain **five** characteristics of a bureaucratic organization. (10 marks)
5. (a) Highlight **five** advantages of groups in the workplace. (10 marks)
- (b) Explain **five** factors of motivation and how each motivates employees to higher performance. (10 marks)

