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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHR 1211:HUMAN RELATIONS

Date: 4th December 2024
Time: 11.30am-1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

As a newly appointed manager of Priden Lakeside Hotel in Kisumu, your responsibilities cut across hotel management and supervision of workers. Recently, there was conflict that arose between employees in the production section and customer service due to poor communication. Among the complaints were, exchange of information wrongly and general interaction with each other at the various dockets. It is worth noting that communication, teamwork, collaboration, leadership, emotional intelligence, conflict resolution and stress management are some of the key themes of human relations that require to be incorporated in organizations to enhance running of day to day activities. In spite of that, the conflict that emanated between the colleagues must have been contributed by lack of proper relations at workplace and required immediate intervention by the manager.

- a) Explain the following **two** themes of human relations as used in organizations
 - i. Communication and Collaboration (5 Marks)
 - ii. Leadership and Teamwork (5 Marks)
- b) Describe **three** common causes of conflicts that can arise due to various factors within an organization. (6 Marks)
- c) Highlight **Three** measures of managing and reducing stress effectively in an organization. (6 Marks)
- d) Explain **Five** solutions that can help individuals manage and overcome frustrations. (5 Marks)
- e) Explain **Three** different leadership styles that can be effective in different organizations. (3 Marks)

QUESTION TWO (20 MARKS)

- a) Explain **three** emerging trends that have been observed in the field of human relations (6 Marks)
- b) Describe **Four** key benefits of studying human relations (8 Marks)
- c) Distinctively explain the difference between human relations and public relations (6 Marks)

QUESTION THREE (20 MARKS)

- a) Building positive and effective relationships with others is crucial for personal and professional success.
Describe **Four** essentials of human relations (8 Marks)
- b) Explain the following **two** prominent theories of motivation
 - i. Maslow's Hierarchy of Needs: Proposed by Abraham Maslow (5 Marks)
 - ii. Self-Determination Theory: proposed by Edward L. Deci and Richard M. Ryan (5 Marks)

QUESTION FOUR (20 MARKS)

- a) Give **two** reasons that causes stress to an individual (2 Marks)
- b) Describe **Three** causes of low morale (6 Marks)
- c) Explain **Three** measures of improving employees' morale (6 Marks)
- d) There are several factors that contribute to individual differences among people. Explain **Three** factors that make individuals differ (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the following **three** sources and processes through which attitudes can be formed
 - i. Direct Experience (3 Marks)
 - ii. Social Learning (3 Marks)
 - iii. Genetic and Biological Factors (3 Marks)
- b) List and explain **three** factors that influence group formation at workplace (6 Marks)
- c) Why is group formation at workplace important? Give **two** reasons. (5 Marks)