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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHR 1211 HUMAN RELATIONS

Date: 12th April, 2022
Time: 11.30 am - 1.30pm-

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Outline the qualities necessary for human relations (6 Marks)
- b) Define the following terms as used in human relations (6 Marks)
 - i) Public relations (2 Marks)
 - ii) Motivation (2 Marks)
 - iii) Employee Voice (2 Marks)
- c) Outline the key characteristics of an effective leader (6 Marks)
- d) Highlight the characteristics of informal organizations in modern organizations (6 Marks)
- e) State the levels of employee voice at the work place (6 Marks)

QUESTION TWO: (20 MARKS)

- a) Discuss the Significance of Hawthorne study to modern organizations of (10 Marks)
- b) Explain the role of public relations in an organization you are familiar with (10 Marks)

QUESTION THREE: (20 MARKS)

- a) Discuss the benefits of counselling at the work place to the employees in an organization. (6 Marks)
- b) Using relevant examples explain how to improve employees' motivation at the work place (6 Marks)
- c) Explain the factors that affect human relations with reference to present day organizations (8 Marks)

QUESTION FOUR: (20 MARKS)

- a) As a head of department, describe how you would deal with difficult people in your department (10 Marks)
- b) Explain the importance of team building in any organization you are familiar with (10 Marks)

QUESTION FIVE: (20 MARKS)

- a) Giving examples examine the reasons why people join groups in organizations. (8 Marks)
- b) Evaluate the elements of effective team work in an organization (6 Marks)
- c) Explain how diversity can improve organization's performance (6 Marks)