KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2021/2022 ACADEMIC YEAR
END SEMESTER EXAMINATION
FOR THE DIPLOMA OF BUSINESS ADMINISTRATION
DHR 1211 HUMAN RELATIONS
MAIN EXAMINATION

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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 (6marks)

i) Public relations (2marks)

ii) Motivation (2marks)

iii) Employee Voice (2marks)

c) Outline the key characteristics of an effective leader (6marks)

d) Highlight the characteristics of informal organizations in modern organizations (6marks)

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(6marks)

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(8marks)

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 (10marks)

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 (6marks)

c) Explain how diversity can improve organization's performance (6marks)