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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATIONS, 2023/2024 ACADEMIC YEAR**  
**FIRST YEAR FOURTH SEMESTER EXAMINATIONS**  
**FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT**  
**DHR 1211-HUMAN RELATIONS**

Date: 20<sup>th</sup> April 2023  
Time: 1.30pm-3.30pm

**INSTRUCTION TO CANDIDATES:**

**ANSWER QUESTION ONE(COMPULSORY)AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Discuss the nature of informal organizations (6 Marks)
- b) Discuss the importance of organizational dynamics (6 Marks)
- c) Examine the objectives of human relations (6 Marks)
- d) Explain the three major abilities which has significant effect on a person's behavior (6 Marks)
- e) Explain the human relations skills which a human resource officer in an organization should possess. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the strategies that can be adopted to improve human relations (8 Marks)
- b) Clearly explain the importance of human relations theories to modern organizations (7 Marks)
- c) Discuss the importance of employee motivation in an organization (5 Marks)

**QUESTION THREE (20 MARKS)**

- a) Examine the reasons why people join group (6 Marks)
- b) Discuss causes of conflicts in an organization (8 Marks)
- c) Discuss the three main characteristics of personality (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss the role of media relations in an organization (7 Marks)
- b) Discuss the relationship between an organization and her publics (5 Marks)
- c) Explain the characteristics of successful leaders (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the issues that influences organizational dynamics (8 Marks)
- b) Examine any six factors that account for individual differences (6 Marks)
- c) "One of the main causes of stress in workplace is employee frustration". Clearly explain the causes of frustration in an organization (6 Marks)