



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

DIRECTORATE OF TVET

THIRD YEAR FIRST TERM EXAMINATION FOR
DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT
HUMAN RELATIONS

DATE: 25/7/2022

TIME: 11.30-2.30 PM

INSTRUCTIONS

- This paper consists of SEVEN questions
- Choose any FIVE questions.
- All questions carry equal marks.

- a) Define bureaucracy. (2 marks)
 - b) State four key characteristics of bureaucracy. (8 marks)
 - c) Explain five principles of organization. (10 marks)
- a) Explain five reasons why we study human relations. (10 marks)
 - b) Highlight five essentials of human relations. (10 marks)
- a) Describe five points on the importance of human relations. (10 marks)
 - b) Explain five principles involved in the various modes of social classification (10 marks)
- a) Briefly explain five features of sound motivation programmes. (10 marks)
 - b) Highlight five assumptions of McGregor's theory X. (10 marks)
- a) Define attitudes. (2 marks)
 - b) Explain four attitude theories. (8 marks)
 - c) Explain five causes of low morale in an organization. (10 marks)
- a) Describe five components of personality. (10 marks)
 - b) Explain five disadvantages of democratic leadership. (10 marks)
- a) Explain five causes of work-related stress. (10 marks)
 - b) Work related stress is a management issue. Explain. (10 marks)