



MACHAKOS UNIVERSITY

University Examinations 2022/2023

DIRECTORATE TVET

THIRD YEAR EXAMINATION FOR
DIPLOMA IN FOOD AND BEVERAGE

DIPLOMA IN CATERING AND ACCOMMODATION MODULE 3

HUMAN RELATIONS

DATE: 29/3/2023

TIME: 8:30 – 11:30 AM

Instructions to candidates

This paper consists two sections. Section **A** and **B**

Answer all questions in section **A** and any three questions in section **B** in the answer sheet provided

Maximum marks for each part of the question are as indicated.

Candidates to answer each question in English.

SECTION A (40 MARKS)

1. Distinguish between values and beliefs (4 marks)
2. The management of Picot Enterprises has noted that majority of employees are stressed. Outline four measures that management may take to minimize such stress. (4 marks)
3. Highlight four ways in which management may contribute to negative attitude among employees in an organization. (4 marks)
4. State four ways in which informal groups may negatively affect an organization. (4 marks)
5. Highlight four measures management of an organization may take to reduce group conflicts (4 marks)
6. Identify four stages in group formation process. (4 marks)
7. Explain two circumstances under which the job may be a source of stress to an employee.

- (4 marks)
8. Outline four characteristics of an effective work group. (4 marks)
9. Individuals with agreeable personality types exhibit certain characteristics. Outline four such characteristics. (4 marks)
10. Explain each of the following types of organizational conflicts
- a) Intrapersonal conflict
 - b) Interpersonal conflict (4 marks)

SECTION B (60 MARKS)

11. (a) Highlight three characteristics of a formal group (6 marks)
- (b) Explain three elements of personality as proposed by Sigmund Freud. (6 marks)
- (c) Identify four factors that may cause frustrations among employees (8 marks)
12. (a) Explain the differences between storming stage and norming stage in group development. (8 marks)
- (b) Outline four measures that management of an organization may take to promote positive attitude in an organization. (8 marks)
- (c) Distinguish between perception and self-concept (4 marks)
13. (a) Explain five challenges an organization may face as a result of having a stressed workforce. (10 marks)
- (b) Explain five reasons that may make employees to join groups. (10 marks)
14. (a) An individual's self-concept is determined by certain factors. Highlight four such factors. (8 marks)
- (b) Explain four duties of a group leader. (8 marks)
- (c) Explain two situations when a manager may find it appropriate to apply avoidance method when resolving conflicts in an organization. (4 marks)
15. (a) Describe two ways in which an individual may acquire attitude. (4 marks)
- (b) In relation to Sigmund Freud's theory, explain three defense mechanisms which are commonly observed at place of work. (6 marks)
- (c) Explain five indicators of interpersonal conflicts in an organization. (10 marks)