



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST SEMESTER EXAMINATION FOR DIPLOMA IN HOSPITALITY & TOURISM MANAGEMENT (MODULE III)

HUMAN RELATIONS

DATE: 5/8/2016

TIME: 8:30 – 10:30 AM

INSTRUCTIONS:

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

- (a) State five reasons why we study human relations. (10 marks)
 - (b) Highlight the 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) Define bureaucracy. (2 marks)
 - (b) State four key characteristics of bureaucracy. (8 marks)
 - (c) Explain five principles of organization. (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) Identify five causes of low morale in an organization. (10 marks)

6. (a) Describe five components of personality. (10 marks)
- (b) Explain five disadvantages of democratic leadership. (10 marks)
7. (a) Explain five causes of work-related stress. (10 marks)
- (b) Work related stress is a management issue. Explain. (10 marks)