



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

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JANUARY – APRIL 2018 TRIMESTER

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

REGULAR PROGRAMME

SSW 206: HUMAN RELATIONS

Date: APRIL 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) What is your understanding of 'Human Relations'? Give a detailed definition **(10 marks)**
- b) With the use of concrete examples explain the relevance of applying 'Human Relations' in an organizational (work) set-up environment **(20 marks)**
- Q2. Summarize the key conclusions of Elton Mayo's three Hawthorne experiments in respect to Human Relations discipline **(20 marks)**
- Q3. What key factors would you consider in selecting a Manager for a large multinational organization according to Henry Fayol's managerial qualities **(20 marks)**
- Q4. Why do 'Informal relationships' spring up in formal organizations set-up. Discuss by giving concrete examples from an organization you are conversant with **(20 marks)**
- Q5. What are the identifiable features of motivated employees in an organization/company? Discuss with examples **(20 Marks)**

END