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TEVETA

Technical Education Vocational and Entrepreneurship Training Authority

DIPLOMA IN PRODUCTION AND OPERATIONS MANAGEMENT

LEVEL 6 YEAR III EXAMINATIONS

FINAL INTEGRATED SUMMATIVE EXAMINATION

SITTING: JULY/AUGUST 2026

SUBJECT: PEOPLE MANAGEMENT

TIME: THREE (3) HOURS **TOTAL MARKS: 100**

PASS MARK : 50

INSTRUCTIONS TO CANDIDATE:

1. Write the examination number and the National Registration Card Number on the Answer Booklet provided. Ensure to append your signature in the space provided on the answer booklet.
2. Write your answer SCRIPT SERIAL NUMBER on the examination register provided and the entry slip.
3. There are Seven (7) questions in this paper.
4. Question One (1) is Compulsory.
5. Attempt any other four (4) questions of your choice from the remaining Six (6).
6. Each question carries twenty (20) marks.
7. Cell phones and programmable calculators are not allowed.

DO NOT TURN THIS PAPER UNTIL YOU ARE TOLD TO DO SO

QUESTION 1 (COMPULSORY)

At Bermuda manufacturing company, **two (2)** departments, production and sales are in conflict. The production department complains that the sales department gives unrealistic orders with short deadlines, forcing workers to rush and make mistakes. The sales department on the other hand, says production delays orders and fails to meet customer demand. Communication between the **two (2)** departments has broken down. Meetings often end in arguments, and overall productivity in the company has started to drop. Since relationship conflicts are inevitable, learning to deal with them in a healthy manner is crucial. The manager has been called to resolve the situation.

a) State the type of conflict occurring at Bermuda manufacturing company. (2 mark)
b) State **four (4)** causes of conflict at Bermuda manufacturing company. (4 marks)
c) Explain **two (2)** roles the manager at Bermuda should play to solve the conflict. (4 marks)
d) Describe **five (5)** types of conflict that may occur in an organisation. (10 marks)

Total (20 marks)

QUESTION 2

An organisation's ability to adapt to internal and external changes largely depends on its culture of change.

a) Define culture of change. (2 marks)
b) Describe **four (4)** benefits of a strong culture of change to organisational performance. (8 marks)
c) Explain **five (5)** elements that promote a positive culture of change in an organisation. (10 marks)

Total (20 marks)

QUESTION 3

a) Define apprenticeship. (2 marks)
b) State **four (4)** objectives of apprenticeship. (4 marks)
c) Explain **two (2)** roles of a mentor or supervisor in apprenticeship. (4 marks)
d) Describe **five (5)** benefits of apprenticeship. (10 marks)

Total (20 marks)

QUESTION 4

a) State **four (4)** sources of employment law. (4 marks)

b) Describe **five (5)** benefits of employment law. (10 marks)

c) Explain the following terms:

i. Redundancy. (2 marks)

ii. Unfair dismissal. (2 marks)

iii. Discrimination. (2 marks)

Total (20 marks)

QUESTION 5

a) State **four (4)** factors that can affect life assurance premiums. (4 marks)

b) Explain **two (2)** benefits of life assurance to an organization. (4 marks)

c) Explain **three (3)** differences between:

i. Individual and group life assurance. (6 marks)

ii. Life assurance and life insurance. (6 marks)

Total (20 marks)

QUESTION 6

Legal counselling refers to broad range of consultation that lawyers can provide to clients while financial counselling is a free, confidential and independent service provided by skilled professionals called financial counselors.

Explain **five (5)** roles of each of the following:

a) Legal counselor. (10 marks)

b) Financial counselor. (10 marks)

Total (20 marks)

QUESTION 7

a) Describe **five (5)** steps of group formation in an organisation. (10 marks)

b) Explain **five (5)** basic attributes of groups. (10 marks)

Total (20 marks)