

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA
IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0120: LEADERSHIP, INTERPERSONAL AND ORGANIZATIONAL
COMMUNICATION

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 21/09/2021

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS

- **Answer question one and any other two**
 - 1. a) Explain the meaning of organization communication. (8 marks)
b) Discuss six significances of communication in an organization by administrators. (12 marks)
c) Great communicators possess certain characteristics. Discuss. (10 marks)
 - 2. Examine the internal communication strategies of communication. (20 marks)
 - 3. a) Examine key aspects of communication strategies of communication. (8 marks)
b) Assess challenges to effective communication in public offices. (12 marks)
 - 4. a) Describe clear distinction between formal and informal communication. (10 marks)
b) Elucidate the importance of ICT in communication by administrators. (10 marks)
 - 5. Organizational communication dates back to time immemorial. Critique this statement. (20 marks)
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