

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

IGEMBE 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: THURSDAY 08/07/2021

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer question one and any other two questions

QUESTION ONE

- (a) Describe the following theories of organizational communication.
- (i) Weber's classic organization theory of fixed structure. [5 marks]
 - (ii) Tompkins and Cheney's organizational central theory [5 marks]
 - (iii) Deetz's managerialism theory [5 marks]
- (b) Highlight five listening and verbal skills of communication. [15 marks]

QUESTION TWO

Demonstrate the difference between formal communication network and informal communication network. [20 marks]

QUESTION THREE

- (a) With examples, describe the dyadic communication. [10 marks]
- (b) Discuss the characteristics of small groups. [10 marks]

QUESTION FOUR

Examine five types of external communication

[20 marks]

QUESTION FIVE

Assess the advantages of internal communication.

[20 marks]
