

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN LEADERSHIP AND
PUBLIC ADMINISTRATION**

LAPA 00150: FUNDAMENTALS OF HUMAN RELATIONS

STREAMS: CERT.

TIME: 2 HOURS

DAY/DATE: MONDAY 29/03/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO questions.**

- (a) Describe the following basic concepts in relation to human relations:
- (i) Socialization. (3 marks)
 - (ii) Group dynamics. (3 marks)
 - (iii) Stress management. (3 marks)
 - (iv) Interpersonal communication. (3 marks)
- (b) Explain the main causes of stress among the youth and possible solutions. (12 marks)
- (c) Describe the decision-making process. (6 marks)

QUESTION TWO

- (a) Discuss the main causes of conflicts among employees. (10 marks)
- (b) Explain five strategies of resolving conflicts among employees. (10 marks)

QUESTIONS THREE

- (a) Discuss the four types of socialization. (10 marks)
- (b) Explain why the family unit is the key player in socializing the child. (10 marks)

QUESTION FOUR

Discuss the personal and group skills that leaders should be equipped with to lead effectively.
(20 marks)

QUESTION FIVE

- (a) Discuss possible causes of stress among the youths. (10 marks)
- (b) Explain the various life skills and behaviours change that the youths should be taught in order to cope with life challenges. (10 marks)
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