

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN LEADERSHIP

LAPA 0250: INTRODUCTION TO HUMAN RELATIONS

STREAMS: Y2S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 30/03/2021

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer question one and any other two

QUESTION ONE

- (a) Explain the following concepts in relation to human relations. [10 marks]
- (i) Conflicts management
 - (ii) Group dynamics
 - (iii) Motivation
 - (iv) Perception
 - (v) Interpersonal communication
- (b) Discuss five strategies that Chuka University can use to resolve conflicts among students. [10 marks]
- (c) By use of motivation hygiene theory by Fredrick Herzberg's advice the county governments on how they can resolve the medics on ongoing strike. [10 marks]

QUESTION TWO

- (a) Discuss factors that influence effective learning in an organization. [10 marks]

- (b) Describe challenges facing human relations managers and how they can be resolved by individual and organizations. [10 marks]

QUESTION THREE

- (a) Distinguish between networking and negotiations. [10 marks]
(b) Describe the various methods of negotiation. [10 marks]

QUESTION FOUR

- (a) Explain how the leadership of Chuka University can motivate their employees to perform their duties beyond expectations. [10 marks]
(b) Describe the steps involved in decision making. [10 marks]

QUESTION FIVE

- (a) What is perception and why is it important in organizational behavior. [10 marks]
(b) Explain the keys values that Chuka University should instill among the students in preparing them to be great leaders of tomorrow. [10 marks]
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