

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

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

**LAPA 0252: PERSONNEL DEVELOPMENT, DIVERSITY AND ORGANIZATIONAL CULTURE**

**STREAMS: DIPLOMA Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 05/07/2021**

**11.30 A.M. – 1.30 P.M.**

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**INSTRUCTIONS:**

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

**QUESTION ONE**

- (a) Explain the concepts of diversity management. (6 marks)
- (b) Highlight six characteristics of a good mentor. (6 marks)
- (c) Discuss the challenges facing the human resource in the 21<sup>st</sup> century. (10 marks)
- (d) Explain the eight (8) steps that serve as a roadmap for building a culture of continuity that will deliver long-term benefits across Chuka University. (8 marks)

**QUESTION TWO**

- (a) Explain factors to consider in adopting a diverse workforce. (8 marks)
- (b) Discuss advantages and disadvantages of diversity management. (12 marks)

**QUESTION THREE**

- (a) Define organizational culture and explain its importance. (12 marks)
- (b) Qualities of a great organizational culture. (8 marks)

**QUESTION FOUR**

- (a) Training employees is a waste of company's resources. Discuss. (12 marks)
- (b) What are the advantages and disadvantages of OFF JOB? (8 marks)

**QUESTION FIVE**

- (a) Using Maslow's hierarchy of needs explain how you can motivate employees in the workplace. (10 marks)
  - (b) Evaluate the reasons why many leaders don't like to delegate duties. (10 marks)
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