

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) Y2 S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer Question ONE and any other Two.

QUESTION ONE:

- a) Discuss the operative roles of human resource management. [12 Marks]
- b) Explain the challenges facing leaders in the management of the 21st Century human resource. [10 Marks]
- c) Describe the steps involved in the selection of staff. [8 Marks]

QUESTION TWO

- a) Human resource is the most important asset in the success of any organization. Discuss. [12 Marks]
- b) Explain the advantages and disadvantages of the OFF-THE JOB training. [8 Marks]

QUESTION THREE

- a) Discuss the advantages of any organization that has a good policy on the compensation of its staff. [10 Marks]
- b) Using the recent strike of the medics explain the main causes of dissatisfaction of employees in their workplace. [10 Marks]

QUESTION FOUR

- a) Describe the main internal sources of employee recruitment. [10 Marks]
- b) Discuss the advantages and disadvantages of internal promotions. [10 Marks]

QUESTION FIVE

- a) Describe strategies that Chuka University leadership can use to a multicultural organization among employees. [12 Marks]
 - b) Discuss the benefits and challenges of managing a diverse workforce. [8 Marks]
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