

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.

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 21st 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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