

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

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

**LAPA 0111: PROFESSIONAL COMPETENCIES IN PUBLIC ADMINISTRATION**

**STREAMS: DIP (LAPA)**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 10/12/2018**

**8.30 AM – 10.30 AM**

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**INSTRUCTIONS:**

**ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE**

- (a) Explain the meaning of professional competency. [3 marks]
- (b) State the six domains public administration of competences. [6 marks]
- (c) Describe the process of decision-making. [6 marks]
- (d) Explain five reasons why the County Government should employ project management employees. [5 marks]
- (e) Explain why Chuka University should collaborate with secondary schools in advising the students on the right choice of a career. [6 marks]
- (f) Identify four skills required for a manager of any public institutions. [4 marks]

**QUESTION TWO**

- (a) Explain the elements of communication. [6 marks]
- (b) Communication is the “Blood” of any successful organization. Discuss. [10 marks]
- (c) Explain four hinderances to effective communications in public office. [4 marks]

**QUESTION THREE**

- (a) Define the term skills enhancement. [3 marks]
- (b) Distinguish between job enrichment and job enlargement. [5 marks]
- (c) You have just been employed as the human resource manager in Chuka University: explain the importance of continuous training of employees to gain competencies in their fields of specialization to enable the university remain competitive. [12 marks]

**QUESTION FOUR**

- (a) Explain the advantages and disadvantages of group decision making. [10 marks]
- (b) Describe the stages involved in group formation. [10 marks]

**QUESTION FIVE**

- (a) Explain the importance of effective communication skills for a public administrator. [10 marks]
  - (b) Explain the following terms of written communications that a Public Administration can use in an organization
    - (i) Reports [3 marks]
    - (ii) Memos [3 marks]
  - (c) Highlight four things to consider when giving a speech in a public baraza. [4 marks]
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