

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**IGEMBE CAMPUS**

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

**LAPA 0120: LEADERSHIP, INTERPERSONAL AND ORGANIZATIONAL  
COMMUNICATION**

**STREAMS: DIP (LAPA)**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 05/08/2019**

**2.30 PM – 4.30 PM**

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**INSTRUCTIONS:**

- **Answer Three Questions**
- **Question One is Compulsory**

- (i) What is organizational communication. [2 marks]
    - (ii) Explain five advantages of organizational communication. [10 marks]
    - (iii) Explain any four advantages of small group communications. [8 marks]
    - (iv) Explain five interpersonal skills that every effective manager needs. [10 marks]
  - Discuss any four organizational communication theories. [20 marks]
  - (i) Briefly discuss four types of communication networks in organization. [12 marks]
    - (ii) Highlight eight barriers to effective communication. [8 marks]
  - Explain five types of communication channels. [20 marks]
  - (a) Discuss four types of formal communication. [8 marks]
    - (b) Explain the differences between formal and informal communication. [12 marks]
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