

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF
DIPLOMA IN LEADERSHIP AND PUBLIC COMMUNICATION**

LAPA 0120: LEADERSHIP, INTERPERSONAL AND ORGANIZATIONAL

STREAMS: DIP (LAPA)

TIME: 2 HOURS

DAY/DATE: TUESDAY 10/12/2019

2.30 PM- 4.30 PM

INSTRUCTIONS:

Answer question one and any other two

SECTION A

QUESTION ONE (30 MARKS)

- (i) With appropriate examples, define the following terms: [6 marks]
- (a) Leadership
 - (b) Inter-personal skills
 - (c) Organizational communication
- (ii) State and explain key elements of leadership. [8 marks]
- (iii) Use examples and explain common barriers to effective communication. [10 marks]
- (iv) Highlight the principles of leadership. [6 marks]

SECTION B

QUESTION TWO (20 MARKS)

- (i) Discuss any five types of power. [10 marks]
- (ii) State and explain the implications of unequal power. [10 marks]

QUESTION THREE (20 MARKS)

- (i) Using suitable examples, state and explain types of organizational communication. [10 marks]
- (ii) Discuss five interpersonal skills for a Chief Executive Officer (CEO) of an organization. [10 marks]

QUESTION FOUR (20 MARKS)

- (i) By defining the meaning of the word communication, explain the communication process using a diagram. [12 marks]
- (ii) Highlight the importance of effective communication in an institution like Tharaka University College. [8 marks]

QUESTION FIVE (20 MARKS)

- (i) Discuss five theories of leadership. [10 marks]
 - (ii) State and explain styles of leadership and suggest the most appropriate style that should be used in an organization. [10 marks]
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