

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

LAPA 00150: FUNDAMENTALS OF HUMAN RELATIONS

STREAMS: CERT (LAPA)

TIME: 2 HOURS

DAY/DATE: MONDAY 05/08/2019

11.30 AM – 1.30 PM

INSTRUCTIONS:

Answer Question One and any other Two Questions

1. (a) Explain the meaning of human relations. [10 marks]
 - (b) What are the characteristics of human relations? [10 marks]
 - (c) Explain factors that affect human relations. [10 marks]
 2. Explain the different types of social organization. [20 marks]
 3. Using examples, explain the meaning of interpersonal skills. [20 marks]
 4. Describe the steps in decision making that you would apply as a public leader. [20 marks]
 5. (a) Examine the causes of conflict in a public institution. [10 marks]
 - (b) Explain any five conflict resolution strategies you would employ as a leader in the institution. [10 marks]
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