

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0252: PERSONAL DEVELOPMENT, DIVERSITY AND ORGANIZATIONAL CULTURE

STREAMS: DIP. LAPA

TIME: 2 HOURS

DAY/DATE: TUESDAY 06/08/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO questions**

QUESTION ONE

- (a) Distinguish between functional and operational functions of human resource management. (10 marks)
- (b) Describe the steps involved in selection of employees. (6 marks)
- (c) Highlight 4 sources from which Chuka University can source for employees. (4 marks)
- (d) Explain ways in which the leadership of Chuka can ensure employees from different diversities feel part and parcel of the organization for attainment of organization goals. (10 marks)

QUESTION TWO

- (a) Using Maslow hierarchy of needs explain ways in which Chika University can motivate its staff. (10 marks)
- (b) Discuss challenges that organizations encounter in carrying out performance appraisal. (10 marks)

QUESTION THREE

- (a) Distinguish between “on-job” and “off-job” training. (4 marks)

- (b) Explain the advantages and disadvantages of “on job” training. (16 marks)

QUESTION FOUR

Discuss the basic principles underlying formulation and administration of human resource management. (20 marks)

QUESTION FIVE

Explain the challenges facing human resource managers of the 21st century. (20 marks)
