

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PUBLIC ADMINISTRATION.

LAPA 0250: INTRODUCTION TO HUMAN RELATIONS

STREAMS: DIP (LAPA)

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

11.30 A.M - 1.30 P.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions.
- Question one carries 30 Marks while the other questions carry 20 Marks each

QUESTION ONE

- (a) Organizations are made of people. All human beings have human feelings and from time to time, need to be encouraged to work to enable the organizations achieve growth and better performance. Explain the importance of motivating people. [8 Marks]
- (b) Explain 3 types of relationships that a manager should endeavour to manage. [12 Marks]
- (c) Discuss the evolution of human relations. [10 Marks]

QUESTION TWO

- (a) Define the following terms
- (i) Human relations [1 Mark]
 - (ii) Stress management [2 Marks]
 - (iii) Group dynamics [2 Marks]
- (b) Highlight any five trends in the world of work that are important in the study of human relations. [15 Marks]

QUESTION THREE

Communication is the lifeblood of all organizations.

- (a) Discuss and illustrate with a diagram the process of communication. [15 Marks]
- (b) Highlight 5 main building blocks of interpersonal communication [5 Marks]

QUESTION FOUR

Discuss in detail any 2 theories of motivation.

[20 Marks]

QUESTION FIVE

(a) Why is the task of motivation complicated?

[10Marks]

(b) Discuss five (5) techniques of conflict resolution.

[10 Marks]

.....