

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PUBLIC ADMINISTRATION.

LAPA 0252: PERSONNEL DEVELOPMENT, DIVERSITY & ORGANISATIONAL CULTURE

STREAMS

TIME: 2 HOURS

DAY/DATE: FRIDAY 8/12/2017

8.30 A.M - 10.30 P.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions.
- Do not write on the Question paper

QUESTION ONE

- (a) List and explain at least FIVE characteristics of Organizational Culture. [10 Marks]
- (b) Management of culture entails building a strong foundation using three components of define, align and manage. List and explain the nine steps allocating each to its component. [15 Marks]
- (c) What is the importance of culture in an organization? List at least FIVE. [5 Marks]

QUESTION TWO

- (a) Give at least FIVE differences of personality and behavior. [10 Marks]
- (b) List and explain the FIVE major personality traits of an individual. [10 Marks]

QUESTION THREE

- (a) List and explain at least FOUR benefits of Workplace Diversity. [12 Marks]
- (b) Explain at least FOUR elements of diversity. [8 Marks]

QUESTION FOUR

- (a) Explain at least FIVE major processes of group formation. [10 Marks]
- (b) List and explain at least FIVE factors affecting group behavior. [10 Marks]

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