

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

LAPA 00150: FUNDAMENTALS OF HUMAN RELATION

STREAMS: CERT. LAPA

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/4/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- (a) Explain the following terms as used in fundamentals of human relations. [10 marks]
- (i) Family
 - (ii) Culture
 - (iii) Socialization
 - (iv) Motivation
 - (v) Leisure
- (b) More and more employees are not happy with their work. Identify the main causes of stress in the work place. [10 marks]
- (c) Explain five main causes of conflicts in the work place. [10 marks]

QUESTION TWO

- (i) Explain the role of the family in shaping the life of a child as an agent of socialization. [10 marks]
- (ii) Identify the main causes of lawlessness in our society. [10 marks]

QUESTION THREE

- (a) Communication plays a key role in the success of any organization. Explain. [10 marks]
- (b) Briefly explain five barriers of effective communication. [10 marks]

QUESTION FOUR

- (a) Identify and explain the three main ways of resolving conflicts. [10 marks]
- (b) Explain five causes of conflicts in the work place. [10 marks]

QUESTION FIVE

- (a) Distinguish between leadership and management. [6 marks]
 - (b) Explain six qualities of a good leader. [6 marks]
 - (c) Evaluate the steps involved in the decision making process. [8 marks]
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