

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0250: FUNDAMENTALS OF HUMAN RELATION I

STREAMS: DIP. LAPA

TIME: 2 HOURS

DAY/DATE: TUESDAY 07/08/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

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

QUESTION ONE

- (a) Explain the following terms as used in fundamentals of human relations:
- (i) Society (2 marks)
 - (ii) Life skills (2 marks)
 - (iii) Core values (2 marks)
 - (iv) Socialization (2 marks)
 - (v) Stress management (2 marks)
- (b) You have been invited as a motivational speaker to talk to diploma students on the topic stress management among students.
- (i) Explain **five** causes of stress among students. (5 marks)
 - (ii) Explain **five** methods they can use to deal with stress efficiently before it develops into distress. (5 marks)
- (c) Briefly explain the steps involved in the decision making process. (10 marks)

QUESTION TWO

- (a) Explain the **four** types of socialization. (8 marks)

- (b) (i) Identify five types of families. (5 marks)
- (ii) Explain the role of the family in the socialization of a child. (5 marks)

QUESTION THREE

- (a) Distinguish between conflict resolution and conflict management. (4 marks)
- (b) Explain the main cause of personal conflicts. (10 marks)
- (c) Advise your desk-mate on four methods of resolving personal conflicts. (4 marks)

QUESTION FOUR

- (a) Explain the theory of Abraham Maslow hierarchy of needs theory. (10 marks)
- (b) Explain five reasons why Chuka University should ensure their employees are highly motivated. (10 marks)

QUESTION FIVE

- (a) Giving relevant examples explain the concept of group dynamics. (6 marks)
 - (b) Explain reasons as to why a food manager should not ignore the 'Grape vine' form of communication. (8 marks)
 - (c) Identify three barriers of communication and ways of overcoming them. (6 marks)
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