

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN LEADERSHIP  
AND PUBLIC ADMINISTRATION

LAPA 00150: FUNDAMENTALS OF HUMAN RELATIONS

STREAMS: CERT (LAPA)

TIME: 2 HOURS

DAY/DATE: THURSDAY 06/04/2020

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO

1. (a) Define Human relations and discuss the different types of such relations [15 marks]
- (b) Discuss the basic human relations skills [15 marks]
2. (a) Discuss the main characteristic of human relations [10 marks]
- (b) Explain various factors that affect human relations [10 marks]
3. (a) What is stress management [5marks]
- (b) Discuss any five stress management techniques [15 marks]
4. Define social organizations and discuss their importance with use of relevant examples [20 marks]
5. (a) What are the main causes of conflicts among people [10 marks]
- (b) Discuss any five leadership styles [10 marks]

