

THARAKA



UNIVERSITY

COLLEGE

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA
IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0250: INTRODUCTION TO HUMAN RELATIONS

STREAMS: LAPA (Y1S3)

TIME: 2 HOURS

DAY/DATE: MONDAY 06/04/2020

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- This paper consists of FIVE questions. Attempt question ONE and any other TWO questions

QUESTION ONE (COMPULSORY)

- (a) Managers should learn as much as possible about personality in order to understand their employees. State and explain four personality characteristics that have influences on individual behaviour in organizations. [12 marks]
- (b) Define the following terms [8 marks]
- (i) Personality
 - (ii) Behaviour
 - (iii) Attitude
 - (iv) Value
- (c) Attitude formation can be through social learning. Explain two ways in which social learning can take place. [10 marks]

QUESTION TWO

LAPA 0250

- (a) Job satisfaction in a pleasurable or positive emotional state resulting from the appraisal of one's job. Discuss five most important factors conducive to job satisfaction. [15 marks]
- (b) Highlight five ethical issues that individuals face at work place. [5 marks]

QUESTION THREE (20 MARKS)

- (a) In contemporary organizations, people face ethical and moral dilemmas in many diverse areas. State and explain any five such key areas. [15 marks]
- (b) Define interpersonal communication and mention five types of interpersonal communication [5 marks]

QUESTION FOUR (20 MARKS)

State and explain five factors that influences an individual's personality [20 marks]

QUESTION FIVE (20 MARKS)

- (a) Work values are important because they affect how individuals behave on their jobs in terms of what is right or wrong. Give and describe four work values relevant to individuals [12 marks]
 - (b) Organizational experts and practitioners have observed that new groups go through a number of stages before they achieve maximum. Enumerate these stages and briefly discuss them. [8 marks]
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