

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0111: PROFESSIONAL COMPETENCES IN PUBLIC ADMINISTRATION

STREAMS: DIP. LAPA (ODEL)

TIME: 2 HOURS

DAY/DATE: FRIDAY 08/08/2025

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS

- **Answer question one and any other two questions.**

1. (a) Give reasons why Public Administration is important. (15 marks)
(b) What are the main responsibilities of public officials. (15 marks)
2. Explain the professional competences in public administration. (20 marks)
3. (a) Give reasons why communication is important in public service (10 marks)
(b) Give ways public servants can resolve conflicts professionally. (10 marks)
4. Describe ways team work can improve public service delivery. (20 marks)
5. (a) How can public servants make effective decisions. (10 marks)
(b) What tools help solve public problems. (10 marks)

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