

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**CHUKA AND IGBEMBE CAMPUSES**

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

**LAPA 0253: MANAGING CONFLICT IN PUBLIC AFFAIRS**

**STREAMS: DIP. LAPA**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 23/09/2021**

**8.30 A.M – 10.30 A.M.**

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**INSTRUCTIONS:**

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

**QUESTION ONE**

- (a) Highlight five reasons for conflict at work places. (15 marks)
- (b) Discuss three classifications of conflicts at work place. (15 marks)

**QUESTION TWO**

Examine five benefits that come as a result of conflicts. (20 marks)

**QUESTION THREE**

- (a) Assess five types of behaviours that can be used to solve conflicts. (10 marks)
- (b) Highlight five ways that conflicts can be created in an organization. (10 marks)

**QUESTION FOUR**

Elucidate five roles played in a consensus meeting. (20 marks)

**QUESTION FIVE**

Evaluate five skills that a leader needs to have in order to manage crisis effectively. (20 marks)

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