

CHUKA



UNIVERSITY

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

LAPA 0253: MANAGEING CONFLICT IN PUBLIC AFFAIRS

STREAMS: Y2S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 6 /07/ 2021

11.30 AM – 1.30 PM

INSTRUCTIONS:

- Answer Question one and any other Two questions.
- Do not write anything on the question paper

QUESTION ONE

- (a) State five causes of conflicts at work places. [10 Marks]
- (b) Examine four classifications of conflict in the society. [20 Marks]

QUESTION TWO

- (a) Elucidate **five** behaviours that allow leaders to be effective in conflict management? [10 Marks]
- (b) Discuss any five (5) positive effects of conflicts? [10 Marks]

QUESTION THREE

- Analyse strategies that can be used in resolving behavioural conflict. [20 Marks]

QUESTION FOUR

(a) Discuss the consequences of unresolved organization conflicts. [10 Marks]

(b) Describe characteristics of successful leaders. [10 Marks]

Critically examine any other four (4) types of intra organizational conflict. [20 Marks]

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