

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SPECIAL/SUPPLEMENTARY

EXAMINATION FOR THE AWARD OF BACHELOR OF SCIENCE

SOCI 446: CONFLICT RESOLUTION AND MANAGEMENT

STREAMS: BSC

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/8/2021

2.30 P.M. – 4. 30 P.M.

INSTRUCTIONS: Answer Question One and any other Two Questions

QUESTION ONE

- i. Explain the **Three** views of conflict (10 marks)
- ii. Discuss at least Five conditions that can initiate conflict in an community organization (10 Marks)
- iii. Appraise positive effects of conflicts in Kenya (10 Marks)

QUESTION TWO

- i. Define the term conflict as used in Conflict Resolution and Management (4 Marks)
- ii. Using a hypothetical examples from Kenya, discuss the Four key questions in conducting conflict analysis (16 Marks)

QUESTION THREE

- i. Discuss triangulation in the process of conflict analysis (5 Marks)
- ii. Explain **three** approaches commonly used for conflict analysis (15 Marks)

QUESTION FOUR

- i. Define conflict management (4 Marks)
- ii. Evaluate the different strategies of conflict resolution? (16 Marks)

QUESTION FIVE

- i. Define conflict analysis (4 Marks)
- ii. Classify at least **Four** tools used for managing conflict (16 Marks)