

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF CERTIFICATE  
IN COMMUNITY DEVELOPMENT**

**CDEV 00130 : PRINCIPLES OF CONFLICT RESOLUTION**

**STREAMS:**

**TIME: 2**

**HOURS**

**DAY/DATE: WEDNESDAY 31/3/2021**

**8.30 AM – 10.30 AM**

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**INSTRUCTIONS:**

- Answer Question A
- Answer 2 Questions from Section B
- Do not write on the question paper

**SECTION A**

- 1.(i) Define the term conflict. [5 Marks]
- (ii) Enumerate levels of conflict. [5 Marks]
- (b) Conflicts change over time, discuss stages of conflict. [10 Marks]
- c) In your view, what are some of the triggers of conflict [10 Marks]

**SECTION B**

- 2) Conflicts have adverse impacts. Discuss in detail some of its lasting effects. [20 Marks]
- 3) Write some notes on strategies of resolving conflicts is through negotiation, discuss three (3) methods showing advantages and disadvantages. [20 Marks]
- 5a). Enumerate characteristics of mediation. [10 Marks]
- b) Discuss the step by step process of mediation to build consensus by parties. [10 Marks]
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