

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

CDEV 00130: PRINCIPLES OF CONFLICT RESOLUTION

STREAMS: CERT. CDEV Y3S3

TIME: 2 HOURS

DAY/DATE: THURSDAY 23/09/2021

11.30 A.M – 1.30 P.M.

INSTRUCTIONS:

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

QUESTION ONE (30 MARKS)

- (a) Define the following terms as used in conflict management:
- | | |
|------------------------|-----------|
| (i) Conflict | (2 marks) |
| (ii) Crisis management | (2 marks) |
| (iii) Arbitration | (2 marks) |
| (iv) Conflict | (2 marks) |
| (v) Negotiation | (2 marks) |
- (b) Using relevant examples discuss FIVE causes of conflict. (10 marks)
- (c) Explain FIVE benefits of conflict in an organization. (10 marks)

QUESTION TWO (20 MARKS)

- (a) State and discuss FIVE stages of conflict. (10 marks)
- (b) Describe FIVE characteristics of arbitration. (10 marks)

QUESTION THREE (20 MARKS)

- (a) Outline TEN symptoms of conflict. (10 marks)
- (b) Discuss FIVE reasons why one party in a conflict may refuse to negotiate. (10 marks)

QUESTION FOUR (20 MARKS)

(a) Explain FIVE consequences of conflict. (10 marks)

(b) State and explain FIVE characteristics of mediation. (10 marks)

QUESTION FIVE (20 MARKS)

Using relevant and clear examples, discuss FIVE methods of negotiation. (20 marks)
