

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PUBLIC ADMINISTRATION

LAPA 0253: MANAGING CONFLICT IN PUBLIC AFFAIRS

STREAMS: DIP. PUBLIC ADMINISTRATION

TIME: 2 HOURS

DAY/DATE: TUESDAY 04/12/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question one and any other two questions.**

QUESTION ONE

(I) Define the following terms as used in conflict management.

- | | |
|-------------------------|-----------|
| (a) Conflict resolution | (5 marks) |
| (b) Mediation | (5 marks) |
| (c) Conflict management | (5 marks) |
| (d) Negotiation | (5 marks) |

(II) Explain in details any TWO TYPES of conflict. (10 marks)

QUESTION TWO

(a) Identify and explain any 5 causes of conflict at interpersonal level. (20 marks)

QUESTION THREE

Identify and explain any 4 types of intra organizational conflict. (20 marks)

QUESTION FOUR

(a) Describe and 4 preventive measures that can be used in conflict management. (16 marks)

- (b) Explain any 4 essential skills conflict resolution. (4 marks)

QUESTION FIVE

Describe 5 mechanisms/techniques that can be used in resolving behavioural conflict. (20 marks)
