

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

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

**LAPA 0253: MANAGING CONFLICT IN PUBLIC AFFAIRS**

**STREAMS: DIP (LAPA)**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 05/08/2019**

**11.30 AM – 1.30 PM**

---

**INSTRUCTIONS:**

**Answer Question One and any other Two other Questions**

1. Explain the following terms:
    - (i) Coalition [2 marks]
    - (ii) Management [2 marks]
    - (iii) Conflict [2 marks]
    - (iv) Leadership [2 marks]
    - (v) Crisis [2 marks]
  2. (a) Explain seven structures of negotiations in conflict management. [4 marks]  
(b) Describe three types of conflicts. [6 marks]
  3. Discuss four factors that cause conflict in public organization. [20 marks]
  4. Explain why it is important to build sustainable coalitions in our contemporary society. [20 marks]
  5. Discuss five ways in which negotiations can be effectively done in conflict management. [20 marks]
-