

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS  
EMBU/IGEMBE**

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

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

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 4/12/2019**

**2.30 P.M – 4.30 P.M**

---

**INSTRUCTIONS**

**Answer question one and any other two**

1. (a) Define the term conflict. [4 marks]  
(b) State five causes of conflicts at work places. [10 marks]  
(c) Explain four types under which conflict can be classified. [16 marks]
  2. (a) Highlight five behaviors that allow leaders to be effective in conflict management? [10 marks]  
(b) What are the positive effects of conflict? [10 marks]
  3. (a) Discuss five types of conflict handling behaviours. [10 marks]  
(b) Give five conditions that can create conflict situations. [10 marks]
  4. (a) State the common rules in a consensus building. [10 marks]  
(b) Discuss the fundamental strategies for conflict resolution. [10 marks]
  5. (a) State five conflicts resolution approaches. [10 marks]  
(b) Discuss five leadership skills to best manage crisis. [10 marks]
-