

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PUBLIC ADMINISTRATION

LAPA 0253: MANAGING CONFLICT IN PUBLIC AFFAIRS

STREAMS: DIP.LAPA

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 06/12/2017

2.30 P.M. – 4.30 P.M.

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INSTRUCTIONS:

- ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS.
- QUESTION ONE CARRIES 30 MARKS WHILE THE OTHER QUESTIONS CARRIES 20 MARKS EACH

QUESTION ONE

- (a) Once in a while, one can experience hateful situations that oftenly lead to disagreement. As a student of public administration, discuss any 5 possible causes of organizational conflict. [10 marks]
- (b) As a public administrator, you are likely to find yourself in a conflicting situation. Explain any five methods that you can use to manage conflict. [10 marks]
- (c) Describe 5 possible types of conflict that can arise in an organization. [10 marks]

QUESTION TWO

- (a) Define the following terms [10 marks]
- Conflict
  - Conflict management
  - Conflict resolution
  - conflict settlement
  - Negotiation

**QUESTION THREE**

- (a) There are many different techniques that one can use to resolve conflict in an organization. Discuss any five such techniques. [10 marks]
- (b) What are the possible outcomes of unresolved conflict. [10 marks]

**QUESTION FOUR**

Explain any 5 essential skills necessary for one to effectively manage conflicts. [20 marks]

**QUESTION FIVE**

- (a) Explain any 5 early warning signs of conflict. [10 marks]
- (b) Identify and explain any 5 ways of conflict resolution. [10 marks]
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