
CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA & EMBU CAMPUSES

SECOND YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN
COMMUNITY DEVELOPMENT

CDEV 00130: PRINCIPLES OF CONFLICT RESOLUTION

STREAMS: CDEV Y2S2

TIME: 2 HOURS

DAY/DATE: MONDAY 13/08/2018

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Question ONE is COMPULSORY
- Attempt any other TWO Questions

1. (a) Define the following terms as used in conflict resolution [10 Marks]
 - (i) Arbitration
 - (ii) Conciliation
 - (iii) Mediation
 - (iv) Mediator
 - (v) Conflict
 - (b) Outline various causes of conflicts in a community. [10 Marks]
 - (c) Illustrate various styles of conflict resolution. [10 Marks]
 2. (a) How do you classify conflicts? What are the various types of conflicts? [10 Marks]
(b) Discuss various stages of conflicts. [10 Marks]
 3. What do you understand by the term “self awareness” in conflict resolutions? What skills does one require in order to resolve conflicts amicably? [20 Marks]
 4. Outline various tools for resolving conflicts. [20 Marks]
 5. (a) What are the major causes of conflict in the community? [10 Marks]
(b) Illustrate any traditional methods of resolving conflicts in your community. [10 Marks]
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