

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN LEADERSHIP

LAPA 00253: MANAGING CONFLICT IN PUBLIC AFFAIRS

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

11.30 A.M – 1.30 P.M

INSTRUCTION:

- **Answer all questions in section A and any two from section**

SECTION A

1. (a) Explain the following terms:
 - (i) Coalition [2marks]
 - (ii) Management [2marks]
 - (iii) Conflict [2marks]
 - (iv) Leadership [2marks]
 - (v) Crisis [2marks]
2. (a) Explain seven structures of negotiations in conflict management. [4marks]
(b) Describe three types of conflicts. [6marks]

SECTION B

3. Discuss four factors that cause conflict in public organizations. [20marks]
4. Explain why it is important to build sustainable coalitions in our contemporary society. [20marks]

5. Discuss five ways in which negotiations can be effectively done in conflict management.
[20marks]

