

**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 (ODEL)**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 07/08/2024**

**2.30 P.M. – 4.30 P.M.**

---

**INSTRUCTIONS**

- **Answer ALL questions in SECTION A and any other two in SECTION B**

**SECTION A (COMPULSORY)**

1. a) Explain the meaning of the following key terms
  - i) Conflict (4 marks)
  - ii) Contravention (4 marks)
- b) Identify five causes of conflicts at work places. (10 marks)
- c) Examine the classification of conflicts in the society. (12 marks)

**SECTION B**

2. Discuss the positive and negative effects of conflict in an organization. (20 marks)
3. a) Outline the phases of conflicts in human society. (10 marks)  
b) Identify conflict resolution techniques an organization can explore. (10 marks)
4. a) State different types of social conflicts. (10 marks)  
b) Discuss the role of conflicts in the society. (10 marks)

5. Explain mechanisms that organization and institution managers can employ to prevent conflicts. (20 marks)
- .....