



THE CO-OPERATIVE UNIVERSITY OF KENYA

END OF SEMESTER EXAMINATION DECEMBER -2022

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE COMMUNITY
DEVELOPMENT**

UNIT CODE: BSOC 2209

UNIT TITLE: CONFLICT MANAGEMENT

DATE: FRIDAY, 23RD DECEMBER, 2022

TIME: 2:00 PM – 4:00 PM

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INSTRUCTIONS:

- Answer question ONE (compulsory) and any other TWO questions

QUESTION ONE

- a) With relevant examples explain conflict management. (10 marks)
- b) Explain the probable consequences of conflict in society. (10 marks)
- c) Using relevant examples, describe the general causes of conflict in society. (10 marks)

QUESTION TWO

- a) Discuss the key steps used in conflict management and resolution. (10 marks)
- b) Explain the five Stages of the Conflict Process. (10 marks)

QUESTION THREE

- a) Describe the common conflict- resolution behaviors as explained in conflict management. (10 marks)
- b) Explain the key elements of conflict. (10 marks)

QUESTION FOUR

- a) Describe the various forms of conflict. (10 marks)
- b) Describe the key propositions of the conflict theory according to Karl Marx. (10 marks)

QUESTION FIVE

- a) Discuss the basic methods used in conflict resolution. (10 marks)
- b) Compare and contrast conflict theory propositions by Coser from Ralph Dahendorf. (10 marks)

QUESTION SIX

- a) Explain the role of theory in conflict management. (10 marks)
- b) Explain conflict theory from Lewis Coser's perspective. (10 marks)