



The Co-operative University of Kenya

END OF SEMESTER EXAMINATIONS FEBRUARY-2021

**EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMUNITY
DEVELOPMENT (YR II SEM II)**

UNIT CODE: BSOC 2209

UNIT TITLE: CONFLICTS MANAGEMENT

DATE: 25TH FEBRUARY 2021

TIME: 9:00 AM – 12:00 PM

INSTRUCTIONS:

- QUESTION IS COMPULSORY AND COMPRISES OF 30 MARKS AND CHOOSE ANY OTHER ONE QUESTION
- TOTAL MARKS – 50 MARKS
- THE EXAM IS SCHEDULED FOR 2 HOURS

QUESTION ONE

- (a) Define the following terms as used in conflict management
 - (i) Conflict (2 marks)
 - (ii) Conflict management (2 marks)
 - (iii) Conflict resolution (2 marks)
- (b) Briefly discuss the following styles of conflict resolutions
 - (i) Collaboration style (4 marks)
 - (ii) Confronting style (4 marks)
 - (iii) Accommodation style (4 marks)
 - (iv) Avoiding style (4 marks)
 - (v) Compromise style (4 marks)
 - (vi) Dominating style (4 marks)

QUESTION TWO

Using relevant examples explain five of each of the following;

- (a) Constructive effects of conflict (10 marks)
- (b) Destructive effects of conflict (10 marks)

QUESTION THREE

- (a) (i) Discuss the steps involved in conflict management. (12 marks)
(ii) Distinguish among the following ways of conflict resolution
- (b) Mediation and Arbitration. (4 marks)
- (c) Negotiation and Reconciliation. (4 marks)

QUESTION FOUR

- (a) Explain five different types of conflicts (10 marks)
- (b) Explain five causes of conflict (10 marks)

QUESTION FIVE

Assuming you are a conflict resolution officer working with Kenya Red Cross Discuss the stages or conditions to consider in the analysis of any conflict situation in Kapedo in the border of Turkana and Baringo Counties. (20 marks)