



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF ARTS

ASC/CD/ 513: CONFLICT MANAGEMENT

DATE: TUESDAY, 29TH NOVEMBER 2011

TIME: 5.30 P.M. – 8.30 P.M.

INSTRUCTIONS: Answer any **FOUR** questions
All questions carry equal marks.

- Q1. “More community groups are dying from complacency and apathy than from too much conflict”. Critically discuss this statement.
- Q2. Using appropriate examples explain how conflict can lead to group cohesiveness.
- Q3. Using examples to illustrate your answer assess the outcomes of a controversy in a competitive context.
- Q4. Compare and contrast the “win-lose” and the problem-solving orientations in conflict management.
- Q5. Undertake a critical appraisal of Rokeach’s (1954, 1960) concept of dogmatism in relation to the outcomes of controversy in community groups.
- Q6. Although benefits often accrue when conflict is properly used, some community development practitioners fear that there are risks involved in using conflict in community organizations. Critically discuss these concerns.
