



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2019/2020

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF ARTS

KPS 305: CONFLICT MANAGEMENT AND RESOLUTION

DATE: Saturday, 25th October 2020

TIME: 8.00 a.m. - 10.00 a.m.

INSTRUCTIONS:

Answer ALL questions in Section 1 and TWO questions in Section II

SECTION I

1. a) Explain the following terms:
 - i) Conflict management (2 Marks)
 - ii) Conflict resolution (2 Marks)
 - iii) Conflict transformation (2 Marks)
 - iv) Conflict trigger (2 Marks)
 - v) Peace building (2 Marks)
- b) Describe dimensions of conflict. (6 Marks)
- c) Explain conflict analysis tools. (14 Marks)

SECTION II

2. a) Describe arbitration (2 Marks)
- b) Giving four (4) points explain circumstances that can lead to a compulsory arbitration. (4 Marks)
- c) Giving seven (7) points, explain disadvantages of arbitration. (14 Marks)

3. Giving ten (10) points, analyze strengths and weakness of Track II mediation. (20 Marks)
4. a) Describe types of mediation. (8 Marks)
- b) Giving six (6) points, explain types of leverage a mediator can offer during a mediation process. (12 Marks)
5. a) Describe types of dialogue. (10 Marks)
- b) Giving five (5) points, explain conditions for a successful dialogue. (10 Marks)