



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

UNIVERSITY ORDINARY EXAMINATION

2024/2025 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF CRIMINOLOGY AND SECURITY STUDIES

CCS 414 – CONFLICT MANAGEMENT AND RESOLUTION

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer all question **ONE** and any other **TWO** Questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

a) Write briefly on each of the following:

i. Conflict Management (5 Marks)

ii. Conflict resolution (5 Marks)

b) Define the term conflict. (5 Marks)

c) Write short notes on each of the following types of conflict:

i. Interdependence conflict (5 marks)

ii. Personality conflict (5 Marks)

iii. Background and gender conflicts (5 Marks)

SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

a) State the 3” P’s that form the conflict triangle. (6 Marks)

b) Write briefly on each of the “Ps”. (9 Marks)

c) Discuss how they can help in conflict management and resolution. (5 Marks)

QUESTION THREE (20 MARKS)

“With reference to the conflict mountain, discuss:

a) The forces leading to conflict (10 Marks)

b) The forces towards harmony (10 Marks)

QUESTION FOUR (20 MARKS)

Mediation is identified by Article 33 of the charter of the United Nations as a means of peaceful settlement of disputes

a) Discuss this with reference to the Kenyan Legal Framework. (10 Marks)

b) Name and write briefly on the three major aspects of disputes. (10 Marks)