



**UNIVERSITY EXAMINATIONS**  
**SPECIAL/SUPPLEMENTARY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR THE AWARD OF**  
**THE BACHELORS OF ARTS IN CRIMINOLOGY AND PEACE STUDIES**  
**SECOND SEMESTER 2024/2025**  
**(AUGUST, 2025)**

**CRSS 208: CRIME AND CONFLICT MANAGEMENT**

**STREAM: Y2 S2**

**TIME: 2 HOURS**

**DAY: WEDNESDAY, 3.00 – 5.00 P M**

**DATE: 13/08/2025**

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**INSTRUCTIONS:**

- 1. Do not write anything on this question paper.**
- 2. Answer Question ONE And Any Other Two questions.**

**Q 1.** a) What do you understand by the term conflict management and resolution? (5mks)

b. What are the cause or sources of conflicts in society or organization (10mks)

c) Briefly explain the various types and levels of conflict (10mks)

**Q2.** Abraham Maslow's hierarchy of needs forms the true picture of tackling the essential human expectations. Justify this statement (15mks)

**Q3** a) Define interpersonal conflict and explain the sources/causes of such conflicts (15mks)

OR

b) (i) Critically examine the characteristics of conflict prone states in Africa (10mks)

ii) Give a detailed description of the nature of conflict. (5mks)

**Q4.** Power and authority are useful in settlement of conflicts. Discuss the various sources of power in relation to various managerial styles of handling conflicts in organizations (15mks)

**Q5.** You have been assigned the task of carrying out a review of conflicts in an organization as a consultant.

- a) Explain the importance of conflicts to an organization (5mks)
- b) Explain the various types of conflicts that you as a consultant shall assess. (5mks)
- c) Describe the various types of conflicts to organizations (5mks)

**Q6.** (a) What are the ROLES of national and international organizations/agencies and institutions in conflict management and resolution (15mks)

OR

b) Write short notes on I.C.C cases as regards negotiation and Mediation on the following:

(i) Shuttled diplomacy

(ii) Arusha declaration

(iii) Management

(iv) A U summit (15 mks)