



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)
MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

**FIRST YEAR FIRST TRIMESTER MAIN EXAMINATIONS
FOR THE CERTIFICATE
OF
DISASTER MANAGEMENT**

COURSE CODE: CES 011
COURSE TITLE: STRATEGIES IN CRISIS AND EMERGENCY
MANAGEMENT

DATE: 27/04/2022

TIME: 3-5PM

INSTRUCTIONS TO CANDIDATES

Answer question ONE (COMPULSORY) and any OTHER TWO questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.

QUESTION ONE

- a) Define crisis management as you elaborate on its elements. (5 marks)
- b) Citing reference of any crisis, discuss the phases of a crisis and the activities that are carried out during these phases in crisis management. (17 marks)
- c) Briefly explain the styles used to deal with crises. (8 marks)

QUESTION TWO

- a) Define in detail a crisis communication plan. (5 marks)
- b) In detail, discuss the components of a comprehensive Crisis communication plan and its importance in crisis management. (15 marks)

QUESTION THREE

- a) Briefly discuss the priorities for humanitarian response in crisis management. (6 marks)
- b) Differentiate a crisis from an emergency? (4marks)
- c) Explain the significance of monitoring and evaluation in emergency and crisis management. (10 marks)

QUESTION FOUR

- a) What is the purpose of rapid situational assessment (RSA)?
- b) As you carry out the Rapid Situational Assessment, what steps should you take in organizing and undertaking the RSA? In detail, explain the steps. (20 marks)

QUESTION FIVE

You're sent on a mission as a disaster management officer, discuss the steps in strategic planning and its role in crisis management that you will advise the target population to adopt. (20 marks)