



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT
HIGHER DIPLOMA IN HEALTH SYSTEMS
END OF SEMESTER EXAMINATION DECEMBER 2023

UNIT CODE: HMD 326 **UNIT NAME:** NEGOTIATION AND CONFLICT MANAGEMENT
IN HEALTH

DATE: 8.12.2023

TIME: Two Hours

Start: 4.15PM

Finish 6.15PM

INSTRUCTIONS

1. This exam is marked out of 60 marks
2. This Examination comprises TWO Sections
Section A: Compulsory Question (20 marks)
Section B: Long Answer Questions (40 marks)

SECTION A: COMPULSORY (30 Marks)

Short Answer Questions

1. Describe the following terms as used in negotiation and conflict management (4 marks)
 - a. Mediation (2Marks)
 - b. Conflict management (2Marks)
2. Outline three conflict theories that attempt to offer explanation for occurrence of conflict (6 marks)
3. State three sources of conflict in the community (6 marks)
4. Outline two differences between the traditional view and the current view of conflict (4 marks)
5. State six characteristics of functional conflicts (6 marks)
6. Explain two ways in which gender differences can affect the conflict negotiation process (4 marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS (40 Marks)

7. As a community leader, you notice that there exists a long period of conflict between two clans which has the potential to explode. Describe how you would apply the following conflict resolution techniques to different conflict scenarios to restore peaceful coexistence
 - a. Avoiding (5 Marks)
 - b. Smoothing (5 Marks)
 - c. Compromise (5 Marks))
 - d. Accommodation. (5 Marks))
8. Discuss the five Stages of conflict (20 marks)
9. Discuss strategies to resolve conflicts at the following levels
 - a. Intrapersonal conflict (5 Marks)
 - b. Interpersonal conflict (5 Marks)
 - c. Intragroup conflict (5 Marks)
 - d. Intergroup conflict (5 Marks)