



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND
DEVELOPMENT
END OF SECOND SEMESTER EXAMINATION MAY-AUGUST 2024

HMD 326: NEGOTIATION AND CONFLICT MANAGEMENT IN HEALTHCARE

DATE: August 2024

TIME : Two (2) Hours Start-----End.....

INSTRUCTIONS TO CANDIDATES

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B

Read carefully the additional instructions preceding each section.

SECTION A: COMPULSORY (30MARKS)

1. State any three (3) types of conflicts in the healthcare settings (3mks)
2. Outline any four (4) barriers to effective negotiation during conflict resolution (4mks)
3. Highlight any four (4) hindrances for inter-professional collaboration in healthcare (4mks)
4. Highlight any four (4) differences between classical and contemporary perspectives of negotiation and conflict management (4mks)
5. Identify any five (5) institutional factors that may contribute to conflict occurrence in healthcare organizations (5mks)
6. Outline any five (5) ways of managing self emotions when handling conflicts (5mks)
7. State any five (5) strategies to foster open communication during conflict negotiation (5mks)

SECTION B: ANSWER ANY TWO QUESTIONS (40MARKS)

8. Conflict styles are conflict handling modes illustrating general intentions and not necessarily specific behaviors enacted in a conflict situation. Discuss this statement using relevant examples from the healthcare industry (20mks)
9. Since the inception of devolved system of Governments in Kenya, almost all counties have experienced strikes by health workers. Advise the Council of Governors on “Conflict Management and Resolution in Healthcare Organizations.” (20mks).
10. Conflict is a process that involves a series of events that evolves over time. Drawing conclusions from this statement, describe the role of healthcare managers in conflicts (20mks)