



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 SEMESTER EXAMINATIONS, MAY-AUGUST 2025
HMD 326: NEGOTIATION AND CONFLICT MANAGEMENT IN HEALTHCARE

DATE: 5 AUGUST 2025

TIME : Two (2) Hours Start: 4:30 PM End: 6:30 PM

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 with a Total of 40 Marks

Read carefully the additional instructions preceding each section.

Section A: Attempt ALL QUESTIONS in this section (30marks)

1. Outline any four (4) ways of managing the other party's emotions when handling conflicts in the workplace (4mks)
2. Identify any four (4) conditions when collaboration may be needed to handle conflicts (4mks)
3. Outline any four (4) conflict management skills applied in healthcare organizations (4mks)
4. Explain the two (2) factors that determines the type of conflict handling intentions that will be formulated (4mks)
5. State any four (4) main areas where effective communication may be needed in the physician-patient relationships in healthcare organizations (4mks)
6. Identify any five (5) barriers that hinder inter-professional collaboration in healthcare (5mks)
7. Outline any five (5) differences between the traditional and modern perspectives of managing conflicts in healthcare organizations (5mks)

SECTION B: Answer ANY TWO questions in this section (40marks)

8. Since the inception of the devolved systems of government in Kenya, there has been a series of strikes between healthcare workers and their respective county governments. Using relevant examples, explain any five (5) factors that have always hindered successful negotiation in handling of healthcare workers' concerns (20mks)
9. Conflicts derive from subconscious feelings and thoughts, significant to consider underlying psychological factors in conflict situations as postulated by Kurt Lewin in his Psychological Conflict theory. Describe any five (5) applications of this theory in managing conflicts in today's healthcare organizations (20mks)
10. Conflict is a series of events which begin when an individual or a group perceives another individual or group has negatively affected or disrupted things that are significant to them. Citing appropriate examples, describe any five (5) ways of preventing conflict occurrence among medical professionals in Kenya (20mks)