



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT
BSC IN HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
SPECIAL/SUPPLEMENTARY EXAMINATIONS MARCH, 2024

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

DATE:

TIME: Two Hours

INSTRUCTIONS

1. This exam is marked out of 70 marks
2. This Examination comprises TWO Sections
Section A: Compulsory Question (30 marks)
Section B: Long Answer Questions (40 marks)

SECTION A: COMPULSORY (30 Marks)

Short Answer Questions

1. Highlight three advantages of mediation (3 marks)
2. State five bargaining strategies (5 marks)
3. State three aspects of dysfunctional conflicts (3 marks)
4. Outline five approaches available for resolving inter-group conflict (5 marks)
5. State five sources of conflict in the community (5marks)
6. Outline five differences between the traditional view and the current view of conflict (5 marks)
7. Outline four objectives of bargaining and problem solving stage of conflict negotiation process (4 marks)

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

1. You are the chairperson of a task force selected to recruit a mediator for a conflict involving two communities. Describe five skills the task force should look for in good mediator (20 marks)
2. 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 can apply the following conflict resolution techniques to different conflict scenarios to restore peaceful coexistence (20 marks)
 - a. Avoiding
 - b. Smoothing
 - c. Compromise
 - d. Accommodation.
3. Describe the five Stages of conflict (20 marks)