

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2016/2017

**YEAR FOUR SEMESTER TWO SPECIAL/SUPPLEMENTARY EXAMINATIONS FOR THE DEGREE OF BACHELOR OF DEVELOPMENT STUDIES**

**HSD 2411: CONFLICT MANAGEMENT AND NEGOTIATION SKILLS**

**DATE: AUGUST 2016 TIME: 2 HOURS**

QUESTION ONE (COMPULSORY)

a) Mainly, many causes of conflict are complex, yet they are important causes have been put forward to explain the causes’

Required: discuss any three of these theme’s (6 marks)

b) Define the following terms as used in conflict management

i) Mediation

ii) Conflict management

iii) Arbitration

iv) Reconciliation (4 marks)

c) Arbitration is usually used as a conflict resolution skill. Explain how it works and it’s limitations (4 marks)

d) On August 22, 2012 the two ethnic groups of Tana river broke into a ethnic conflict where at least 52 people were killed. The Orma are cattle- herders/nomads while the Pokomo are farmers along the Tana river. Tana river is prone to drought due to the erratic March-May and October-December rainy seasons. It is believed that the attack was carried out by the Pokomo after an Orma invasion of a farm belonging to the Pokomo.

Required;

i) Describe the various actors in the conflict (2 marks)

ii) What would you consider to be the conflict motivators (2 marks)

iii) Explain the conflict effects;

I Economic (3 marks)

II Humaterian (3 marks)

iv) Discuss the various approach and how it will work in resolve the mentioned ethnic conflict (6 marks)

ANSWER ANY TWO QUESTIONS

QUESTION TWO

a) Under conflict classification, list and explain the various conflict types and the actors (8 marks)

b) In an organizational conflict, explain the general conflict resolution strategies (5 marks)

c) Reconstruction and rebuilding after a conflict is a shared responsibility with involves a process aimed at mitigating conflict and addressing of deeply causal of conflict. As an individual, what role do you consider to be yours in conflicting resolution, rebuilding and construction especially after giving through the course, conflict management and negotiation skills (7 marks)

QUESTION THREE

a) Citing examples, explain the role of the following institutions in conflict management;

i) Government (5 marks)

ii) NGO’s (5 marks)

b) Explain the role of communication in conflict management (5 marks)

c) Name and explain the phases of a conflict (5 marks)

QUESTION FOUR

a) Explain the conflict resolutions skills, used in conflict resolution

(8 marks)

b) Explain the possible outcomes of a resolved conflict between two parties (4 marks)

c) Various institution involved in rebuilding and reconstruction phase of a conflict face many challenges. Give and explain some of these challenges (4 marks)

d) Identify challenges faced during negotiation (4 marks)

QUESTION FIVE

a) Despite the impact of conflict on the humanitarian and society, they play key roles during and after a conflict;

i) Give the various roles played by humanitarian in a conflict situation (5 marks)

ii) Explain how conflict impact on the humanitarian and society

(5 marks)

b) Explain, citing examples, how conflicts impact on development

(10 marks)