



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END-OF-SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT**

MAY -AUGUST 2024

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: BCSL 416 & DCS 109

COURSE TITLE: CONFLICT RESOLUTION AND MEDIATION

EXAM DATE: THURSDAY 1st AUGUST 2024

DURATION: 3 HOURS

TIME: 5.00 PM-8:00 PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- **Answer any TWO questions**
- *ALL PAC University's examination rules and regulations apply*

Question One

- a) Mediators should be aware of and respect the cultural differences of the participants that appear before them. With applicable examples, evaluate any five benefits of cultural sensitivity during mediation (10 marks).
- b) Using relevant examples, explain any five negotiation techniques you would use in resolving a dispute involving Genz and the Government (10 Marks).

Question Two

Having concluded a course on conflict management you are appointed as a consultant tasked with analyzing the actors involved in conflict management in various regions of Africa. The conflicts range from inter-state disputes to internal conflicts with ethnic, religious, or political dimensions. With this scenario in mind;

- a) Discuss any five key actors you would interact with and how you would encourage them to resolve the conflicts (10 marks).
- b) Explain any two challenges and any three opportunities these actors are likely to encounter in resolving the conflicts (10 Marks).

Question Three

- a) With recent examples discuss the relevance of any four theories of conflict management in resolving conflicts in Africa (8 Marks).
- b) Using practical examples compare and contrast the following contested concepts;
 - i) Conflict and dispute (3 Marks).
 - ii) Peacemaking and peacekeeping (3 Marks).
 - iii) Conflict management and conflict resolution (3 Marks).
 - iv) Alternative dispute resolution and traditional dispute resolution (3 Marks).

THE END