



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN CRIMINOLOGY AND SECURITY LEADERSHIP**

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: BCSL 416

COURSE TITLE: CONFLICT RESOLUTION AND MEDIATION

EXAM DATE: THURSDAY 4th APRIL 2024

DURATION: 3 HOURS

TIME: 5.00 PM-8:00PM

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) Discuss the relevance of any two theories of conflict management (10 Marks).
- b) Using practical examples compare and contrast the following contested concepts;
 - i) Conflict and dispute (2 Marks)
 - ii) Peace making and peace keeping (2 Marks)
 - iii) Conflict management and conflict resolution (2 Marks)

iv) Conflict minimization and conflict transformation(2 Marks)

v) Alternative dispute resolution and traditional dispute resolution (2Marks)

Question Two

a) Mediators should be aware of and respect cultural differences of the participants that appear before them. Discuss the significance of culture, inclusivity, and diverse backgrounds during mediation process. (10 marks).

b) Explain any five negotiation approaches in resolving a dispute involving classmates over who will play a critical role in representing the school at the National event to be held at Nyayo Stadium on 1 st May 2024 (10 Marks)

Question Three

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.

a) Discuss any five key actors and their roles in conflict management (10 marks)

b) Explain any two challenges and three opportunities each actor encounters. (10 Marks)

THE END

