



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**SPECIAL EXAMINATIONS**  
**SECOND YEAR EXAMINATION FOR THE AWARD OF THE**  
**DIPLOMA IN COMMUNITY HEALTH AND DEVELOPMENT**  
**SECOND SEMESTER, 2021/2022**  
**(FEBRUARY - JUNE, 2022)**

**COMH 0223: CONFLICT MANAGEMENT AND RESOLUTION**

**STREAM: Y2 S2**

**TIME: 2 HOURS**

**DAY:**

**DATE: 00/07/2022**

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**INSTRUCTIONS:**

- 1. Do not write anything on this question paper.*
- 2. Answer ALL questions in section A (Compulsory) and any of your choice from section B.*

**SECTION A ANSWER ALL QUESTIONS (40 MARKS)**

1. What is conflict Resolution? (4 marks)
2. Mention and explain the process of mediation. (12 marks)
3. Give the major 3 differences between conflict resolution and conflict management (6 marks)
4. Explain four major roles of a Mediator (8marks)
5. Identify and briefly discuss five factors that can lead to conflict in institutions (10 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS (30 MARKS)**

6. With relevant examples outline the major methods used in conflict resolution (15 marks)

7. Refugees in Kenya have become a major concern due to the raising cases of crime especially the alleged terrorism cases. If you were the Cabinet secretary of internal defense and security how will you go about the issue of refugees in Kenya with relationship of terrorism. (15 marks)

8. 2007-2008 Kenya experienced of a major conflict. Different scholars, political analysis argued and are still putting into argument what was the major cause of the conflict. With relevance to the statement discuss at least five major causes of conflict. (15 marks)