



**FreeExams.co.ke**

**UNIVERSITY EXAMINATIONS**

**2022/2023 ACADEMIC YEAR  
THIRD YEAR SECOND SEMESTER**

**SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF JOURNALISM AND  
MASS COMMUNICATION**

**COURSE CODE: JMC 322**

**COURSE TITLE: CONFLICT RESOLUTION AND MEDIATION**

**DATE: 16<sup>TH</sup> AUGUST, 2023**

**TIME: 8.00 - 10.00AM**

---

**INSTRUCTION TO CANDIDATES**

Answer Question **ONE** and any other **TWO** Questions.

**TIME: 2 Hours**

**QUESTION ONE - COMPULSORY (30 MARKS)**

- i. Explain what you understand by the following terms:
  - a) Conflict Resolution (3 marks)
  - b) Conflict Management (3 marks)
  - c) Conflict Transformation (2 marks)
- ii. Discuss the positive and negative implications of conflict. (12 marks)
- iii. Explain what you understand by *Maslow's Hierarchy of Needs*. (10 marks)

**QUESTION TWO (20 MARKS)**

- a) With illustrations, discuss the following tools used in the analysis of conflict: (12 marks)
  - i. Conflict Tree
  - ii. Force Field Analysis
  - iii. Conflict Mapping
- b) Examine the causes of ethnic violence in Kenya. (8 marks)

**QUESTION THREE (20 MARKS)**

- a) Briefly explain how the media can contribute to various conflicts in Kenya. (10 marks)
- b) Discuss the role of the media in conflict resolution and peace building. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the following strategies for peace building: (10 marks)
  - i. Peace From Within
  - ii. Top Level Peace Building
  - iii. Bottom Level Peace Building
- b) Discuss the role of women and the youth in peace-building. (10 marks)

**QUESTION FIVE (20 MARKS)**

Explain what you understand by the following diplomatic methods of conflict resolution:

- i. Non-binding arbitration (5 marks)
- ii. Facilitation (5 marks)
- iii. Negotiation (5 marks)
- iv. Reconciliation (5 marks)