



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF PURE, APPLIED AND HEALTH SCIENCES

DEPARTMENT OF HEALTH SCIENCES

ORDINARY UNIVERSITY EXAMINATION

2023/2024 ACADEMIC YEAR

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR

OF SCIENCE IN MEDICAL LABORATORY SCIENCE

MCH 425 – CONFLICT RESOLUTION AND MANAGEMENT

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question ONE any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – (30 MARKS) – ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Explain the causes of conflict among the health workers. (5 marks)
- b) Explain three levels of conflicts, giving suitable examples in each. (5 marks)
- c) Explain three types of mediators. (5 marks)
- d) Explain three types of negotiation. (5 marks)
- e) Explain six barriers experienced by refugees while trying to access health care service in Kenya. (5 marks)
- f) Describe the different types of conflicts. (5 marks)

SECTION B - (40 MARKS) – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

Discuss the steps in conflict management. (20 marks)

QUESTION THREE (20 MARKS)

Discuss the conflict prevention approaches and the early warning indicators. (20 marks)

QUESTION FOUR (20 MARKS)

Using various conflict tools, discuss how you would carry out a conflict analysis and the roles of the parties in the conflict. (20 marks)