



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF SCIENCE
COMMUNITY HEALTH AND DEVELOPMENT
4th YEAR 2ND SEMESTER 2023/2024 ACADEMIC YEAR
MAIN/KISUMU

COURSE CODE:	HCB 2404
COURSE TITLE:	Negotiation, Healing and Peace Building
EXAM VENUE:	STREAM: (BSc Comm Hlth & Dev)
DATE:	EXAM SESSION: 2.00-4.00PM
TIME:	2.00 HOURS

Instructions:

- 1. Answer all the questions in Section A each contains 3 marks Total 30 Marks and ANY other two questions in Section B each contains 20 marks**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

SECTION A

1. Discuss how “Negotiation” is a very important approach to resolving conflict that normally arise when one works with community members.
2. Describe the way emotions can affect the negotiation process when different entities are involved in a dispute.
3. State various stages of the negotiation process that are affected by the dispositional affects of the emotion that one needs to take care about.
4. Explain briefly how “Relationship” is one of the negotiation elements that must be considered when resolving conflict at community level.
5. State how expression of negative emotions during negotiation can sometimes be beneficial to the process outcome.
6. Since negotiator’s emotions do not necessarily affect the negotiation process, state the two conditions that are important for emotional affects to be effective.
7. Explain in details the differences between affective and cognitive conflicts that commonly arise in our daily work situation.
8. Describe the things that usually causes initial conflict in groups that normally exist and operates together at peace.
9. Explain in details the peaceful behaviors of “being at peace” at a personal level that is commonly referred to as being at peace always when people talk.
10. Describe in details the way concept “Pacifism” is a very hand concept that needs to be embraced always in conflict management situations.

SECTION B

- 1 a). Discuss in details the way “Accommodating and Collaborating negotiation styles” are the best styles that you will recommend to be used in management of conflict (10 marks).
- b). Illustrate clearly the conditions for emotion affect that one must consider in order to effectively resolve conflict that may exist in a community (10 marks).
- 2 a). Discuss in details the way “Inner peace/peace of mind” is very important to you in your operations during your engagement with a community to improve their healthy living conditions (10 marks).
- b). Explain fully the way “Pacifism” concept is considered to be a very important approach and response to solving conflict that you will always institute in your operations considering its basis (10 marks).
- 3a). Discuss vividly the possible two types of conflict that you are likely to encounter during your engagement with a specific community to improve the status of their health indicators (10 marks).

- b). illustrate clearly the way “Distrust and Vulnerability” are important beliefs that you must put into consideration not to propel the community groups that will be working with into conflict situation (10 marks).