



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COMMUNICATION
JANUARY-APRIL 2019 SEMESTER

CAMPUS: VALLEY ROAD

**DEPARTMENT: COMMUNICATION, LANGUAGES &
LINGUISTICS**

COURSE CODE: DCO302

**COURSE TITLE: GENDER COMMUNICATION &
DEVELOPMENT**

EXAM DATE: FRIDAY 12th APRIL 2019

DURATION: 3 HOURS

TIME: 5:30PM-8:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- Answer **Question One** (Compulsory) And Any **Other Two** Questions
- Be Organized And Neat
- Mobile Phones And Any Other Gadgets Of Communication Should Be Switched Off Before The Exam Starts
- Any Form Of Cheating Will Lead To Automatic Disqualification
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE (COMPULSORY) 30mks

- a) Briefly explain your understanding of the following terms:
- i) Mediation (2mks)
 - ii) Conflict transformation (2mks)
- b) Describe **two** key functions of the ombudsman. (6mks)
- c) Discuss the **five** stages of conflict development (10mks)
- d) State any **five** tips you could use to manage and resolve a conflict.

(10mks)

QUESTION TWO

Discuss **five** ways in which the 2018 “Hand shake” has contributed positively or negatively to the development agenda in Kenya.

(20mks)

QUESTION THREE

Conflict transformation can be simply described as turning a negative situation into a positive one. In view of this, analyze any **five** positive lessons that can be derived from the recurrent hunger situation in Kenya.

(20mks)

QUESTION FOUR

Conflict resolution is a five step process. Discuss these steps in the light of resolving conflicts within an organization like PAC University. (20mks)