



SEMESTER: September - December 2020

COURSE TITLE: Conflict Transformation

COURSE CODE: DCO 302

CAMPUS: Roysambu Campus - Day

Time: 3hours

Instructions: Section A is **Compulsory**. Answer any **three** questions from Section B.

Course facilitator: Moses Nangulu

Section A: Answer all Questions

Question One

Offended would be an understatement; confused may be. These are adjectives that best describe my feelings when I had a ‘fight’ with Abdul, an uncle and guardian to Omari. I formally met Abdul about six months ago in Mandera. Then, Omari and I (final students of Communication at PAC University) had been dating for more than a year.

Abdul and I started off on the wrong note because our first impressions of each other were distorted through our own lenses: religious tension, Mandera county being predominantly Moslem with my dress and style! Was this what I had bargained for? Different cultural orientations.

Abdul could not imagine that Omari and I (Esther) could date, let alone, court nor think of marriage. We had adopted the perceptions of others which set us up for conflict. Even though our ‘fight’ was resolved later and now happily married to Omari, I found the need to fill in the missing bits of the puzzle that still remained unclear to me.

- a) In reference to the above case study, explain the **five** ingredients of conflict that were at play in the ‘fight’ between Abdul and Esther. [5marks]
- b) State any **five** cultural factors that likely influenced Abdul and Esther in responding to this conflict. [5marks]

Section B: Answer any **three** questions

Question Two

Although society frowns upon disputes and conflicts especially at family level, studies in conflict transformation show otherwise.

- a) State any **five** advantages of conflicts in society especially at family levels. [5marks]
- b) With suitable examples, explain any **five** ways how individuals in a family might respond to conflict. [5marks]

Question Three

Tom works for Hilton Hotel (Nairobi) as a car-parking attendant. A month ago, Maggie, an employee of Kitty Tours, arrived to pick up the company's tour van. He was on duty when a request from the receptionist asked him to deliver the tour van to Maggie at the hotel's entrance. He was taken aback by Maggie's a serious complaint about the company's tour van: a big dent on the passenger's door that had caused the door to jam. Maggie pointed that she would be held responsible for, surcharged and even reprimanded by her employer if she accepted the company's tour van as it was. On the other hand, Tom denies responsibility and insists that that was the state of the van on delivery. This dispute pitting Hilton versus Kitty Tours risks degenerating into a lengthy court case.

As a student of Conflict Transformation,

- a) Use appropriate illustrations, explain to the disputants the distinction between mediation and negotiation in conflict resolution. [4marks]
- b) In your opinion, explain **four** reasons why it would be advisable for Hilton Hotel and Kitty Tours to opt for mediation over negotiation. [6marks]

Question Four

We have witnessed public tiffs on social media platforms between the President of Law Society of Kenya (LSK) and the Chief Executive Officer (CEO) over turf wars in the running and management of society's affairs.

- a) Explain any **five** ways how social media platforms in Kenya report such conflicts with the mirror analogy mindset. [5maks]
- b) State any **five** factors that would likely affect the conflict modes of President of Law Society of Kenya (LSK) and the Chief Executive Officer (CEO). [5maks]

Question Five

The patterns of conflict in the North Rift and Northern regions of Kenya are complex. The communities live in mostly arid or semi-arid areas and depend on livestock (cattle, sheep, goats and camels) for their livelihood. They rely on access to pasture and water (at times scarce and under increasing pressure) for the survival of their livestock. Some of the conflicts within and between pastoralist communities, such as raiding and cattle rustling have a long history and have to some extent become an aspect of traditional pastoralist culture. However, such 'traditional' conflicts have become increasingly destructive and less manageable.

Source: <http://www.practicalaction.org/conflict-in-northern-kenya>

Referring to the above, describe the **five** motivations to conflict as identified by Francis Stewart and Graham Brown as brought in these conflicts in North Rift and Northern regions of Kenya.

[10marks]