



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2023/2024 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF ARTS, HUMANITIES, SOCIAL  
STUDIES AND CREATIVE INDUSTRIES  
DIPLOMA IN CRIMINOLOGY**

**COURSE CODE: DCR 215  
COURSE TITLE: CONFLICT MANAGEMENT**

**DATE: 24/4/2024**

**TIME: 1100-1300 HRS**

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**INSTRUCTIONS TO CANDIDATES**

**Answer question ONE (compulsory) and any other TWO**

**Question one carries 30 marks**

**All other questions carry 20 marks**

**This paper consists of 2 printed pages. Please turn over**

SECTION A (30 marks)

1. Categorize the primary sources and levels of conflict within any known society. (10marks)
- b. Compare the effectiveness of restorative justice and punitive justice in reducing recidivism (10marks)

SECTION B (40 marks)

2. Evaluate the impact of negotiation in resolving disputes (10marks)
- b. Discuss the roles played by social and economic factors in the development of conflicts (10marks)
3. Examine the influence of cultural differences on conflict perception and resolution (10marks)
- b. Evaluate the importance of cultural sensitivity training for conflict resolution practitioners (10marks)
4. Analyze the approaches we can adapt in solving technological and cyber crimes in any given society. (10marks)
- b. Critique the ethical considerations when managing conflicts in law enforcement (10marks)
5. In what ways have the international peace keeping missions in Africa dealt with conflicts in different countries (20marks)

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