



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty Name: Human Sciences

Department Name: Communication

QUALIFICATION: BACHELOR OF COMMUNICATION	
QUALIFICATION CODE: 07BACO	LEVEL: 7
COURSE: MEDIATION COMMUNICATION	COURSE CODE: MCM 721S
SESSION: JANUARY 2020	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 75

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINERS	Ms M. Ruben Mr E. Mushokabanji
MODERATOR	Dr N. Masoud

INSTRUCTIONS	
<ol style="list-style-type: none">1. Question 1 is COMPULSORY.2. Answer ANY OTHER TWO questions.3. Write clearly and neatly.4. Number the answers clearly.	

THIS EXAMINATION QUESTION PAPER CONSISTS OF 3 PAGES
(Including this cover page)

Question 1

Read the newspaper article on **page 3** and analyse the conflict situation by addressing the following: **(35)**

- a) Define Conflict Analysis **(3)**
- b) Provide an appropriate title for this conflict **(2)**
- c) Draft a conflict timeline, including open questions. **(15)**
- d) List and discuss the roles of actors involved in this conflict. **(15)**

Question 2 **(20)**

Explain and discuss what alternative dispute resolution is and provide its advantages and disadvantages in contemporary Namibia?

Question 3 **(20)**

Preparation is one of the key elements for a successful mediation. Part of the preparation involves becoming familiar with how the mediation process works. An equally important part of preparing for mediation involves understanding the appropriate demeanor which should be displayed throughout the mediation.

Illustrate with practical examples, the tools that can be used by a mediator to communicate effectively during the mediation process.

Question 4 **(20)**

Discuss the five basic styles of dealing with conflicts and provide practical examples to defend your answer.

Newspaper Article¹:



The Namibian police were last week called to Kransneus, a farm about 35 km south of Windhoek, to stop a group of people from settling on what they claim is their ancestral land.

Owner of the land, Jan Jacobs, said a number of illegal squatters had set up shacks on his land about a week ago and refused to budge. Jacobs bought 820 hectares of the 2 400 hectares in 2001 that formerly belonged to two brothers, Albert Union and Arrie Beukes.

Since then, ownership of the farm has been bitterly disputed by communal farmers in the area, and protracted clashes have occurred between Jacobs and the squatters. "They are claiming all parts of the farm," said Jacobs.

"Is this his land?" questioned Hendrik Engelbrecht, one of the people who have settled on the farm. He claimed that Jacobs had bought the farm "behind closed doors" and used underhanded methods to get hold of the farm.

"I was born and bred on this land. This is our ancestral land; our graves are here," said Engelbrecht.

The community has previously claimed that the farm belongs to the Namibian Government. In 2004, they staged a demonstration and handed over a petition to Alfred Angula of the Namibian Farmworkers' Union, to launch an investigation into the ownership of the land.

The Ministry of Lands and Resettlement has also been called to intervene in the matter, but, said Jacobs, no feedback has been given.

At the heart of the contention is that Jacob's portion of the land has not been demarcated yet. The communal farmers have set up zinc shacks about seven kilometres from Jacob's farmhouse.

"We will not move; this will be a very tough fight," said Engelbrecht, while bemoaning the lands ministry's tardiness in handling the matter.

"Is it because we are Damara-speaking that the ministry takes its time on the matter? There will be serious repercussions if the matter is not resolved soon."

"These settlers must prove the injustice. The law must take its course," said Jacobs.

A legal case is pending to determine ownership of the land.

[Total Marks: 75]

END OF EXAMINATION