



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF COMMUNICATION AND LANGUAGES**

<b>QUALIFICATION: BACHELOR OF COMMUNICATION</b>	
<b>QUALIFICATION CODE: 07BCMM</b>	<b>MODE: ALL</b>
<b>COURSE CODE: MCM721S</b>	<b>COURSE NAME: MEDIATION COMMUNICATION</b>
<b>SESSION: NOVEMBER 2025</b>	<b>PAPER: THEORY</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>1<sup>ST</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER:</b>	MS. A. TJIRAMANGA
<b>MODERATOR:</b>	MR. I. HAMATA

<b>INSTRUCTIONS</b>	
<ol style="list-style-type: none"><li>1. Answer ALL the questions and start each question on a new page.</li><li>2. Read all questions carefully before answering.</li><li>3. Number answers according to the numbering structure provided in the question paper.</li><li>4. INDICATE WHETHER YOU ARE FM; PM OR A DI STUDENT</li></ol>	

**THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)**

**Question 1****(25 marks)**

Discuss the responsibilities of the mediator during the mediation process. Illustrate your essay with examples where appropriate.

**Question 2****(25 Marks)**

Phase 4 of the mediation is crucial in maintaining peace and following the resolutions made. Discuss the key components of this phase and provide reasons for their importance.

**Question 3****(25 Marks)****Case study:**

Imagine you work in the communication/PR department of a large company. There is a conflict between two employees. One of the employees is mostly out of office, which means he is not available to participate in teamwork assignments. You and your colleagues are most of the time left to figure things out for yourselves and are overwhelmed with the tasks. As a result the work is not always done properly. Clients are getting impatient as work is being delayed. They threaten to cancel projects and look for another company.

Something has to be done. Suggest 2 types of conflict interventions which are suitable to be applied to resolve the problem. Describe how these interventions work. Provide reasons for your choice.

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**Total: 75 marks**