

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

COD/OS/SW/CR/07/5/A

UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT.

July /Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections **A**, **B** and **C**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of SIX (6) printed pages

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing

SECTION A (20 MARKS)

Each question carries ONE (1) mark.

1. Which ONE of the following is **NOT** a source of conflict?
 - A. Relationships
 - B. Health care
 - C. Life changes
 - D. Power struggle
2. The following are components of conflict management **EXCEPT**.
 - A. Arbitration
 - B. Compromising
 - C. Avoiding
 - D. Quarrelling
3. The following principles helps an individual determine what is right and wrong. Which one **DOES NOT**?
 - A. Love
 - B. Trust
 - C. Forgiving
 - D. Working
4. A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is_____.
 - A. Constructive conflict
 - B. Competitive conflict
 - C. Destructive conflict
 - D. Cooperative conflict
5. Collaborating conflict resolution approach is also referred to as.....
 - A. Win-win approach
 - B. Lose- lose approach
 - C. Win-lose approach
 - D. Lose-win approach
6. The process of solving disputes in the court room is known as_____.
 - A. Alternative dispute resolution

- B. Litigation
 - C. Formal dispute resolution
 - D. Binding dispute resolution.
7. Which of the following are the common aspects of human behaviour
- A. Social, Physical, Emotional, Mental, Spiritual
 - B. Social, Education, Physical, Mental, Spiritual
 - C. Social, Cognitive, Voluntary, Mental, Spiritual
 - D. Social, Physical, Preventive, Emotional, Mental
8. _____ is a competitive and antagonistic state of divergent ideas or interests, among individuals.
- A. Conflict
 - B. Social welfare
 - C. Social environment
 - D. Interventions
9. is skilled at facilitating communication between opposing parties to resolve issues outside of courts.
- A. Social security
 - B. Social manager
 - C. Social worker
 - D. Conflict manager
10. The social environment is made up of the following components **EXCEPT?**
- A. Culture
 - B. Economic
 - C. Moral
 - D. War
11. Collaborating is the preferred conflict handling orientation when.....
- A. The issue is trivial
 - B. There is need to build social credits for later issues
 - C. There is need to gain consensus and commitment
 - D. There is emergencies

12. _____ is the informal or formal process where two or more parties find a peaceful solution to their dispute.
- A. Growth
 - B. Development
 - C. Conflict resolution
 - D. Mass
13. Which of the following is the best definition of conflict?
- A. It is defined as a constant evolving process in human body.
 - B. Coping with stress challenges, financial pressures, and boundary violations.
 - C. Arises from differences, both large and small. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires.
 - D. It is the overall change resulting in improving, functioning and achievement.
14. _____ is engaging in an act that interferes with the child enjoying his/her rights as prescribed by the law.
- A. Child violation
 - B. Child abuse
 - C. Child exploitation
 - D. Child trafficking
15. _____ the following are the sources of conflicts in the society which one is **NOT**.
- A. Nutritious food
 - B. Intolerance
 - C. Suspicion
 - D. Negative attitude
16. Which of the following is a conflict stimulation technique?
- A. Expansion of resources
 - B. Compromise
 - C. Bringing outsiders
 - D. Authoritative command

17. What are the purposes of conflict mitigation in a community?
- A. To ensure safety of all the commodity and persons.
 - B. To control theft.
 - C. To reduce burglary.
 - D. Protect the police officers.
18. People experiencing conflict would associate with feelings of the following, **EXCEPT**
- A. Shock, Betrayal.
 - B. Confusion, Hopelessness.
 - C. Doubt, Anger.
 - D. Certainty.
19. Which of the following is **NOT** a conflict resolution technique?
- A. Appointing devil's advocate
 - B. Authoritative command
 - C. Superordinate goals
 - D. Avoidance
20. An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as _____.
- A. Latent conflict
 - B. False conflict
 - C. Cause of action
 - D. All the above

SECTION B: (40 MARKS)

Answer All Questions in this section.

21. Collection of data is important in conflict resolution. Mention **FIVE** sources of primary data. (5 marks)
22. List **THREE** stakeholders involved in the process of monitoring of conflict resolution (3 marks)
23. One of the responsibilities of a social worker is to document conflict resolution activities. Identify **THREE** methods of carrying out this activity (3 marks)
24. Conflict takes many forms. State **FIVE** characteristics of conflict. (5 marks)
25. Mediation is one of the methods of conflict resolution. Name **FOUR** of its models (4 marks)
26. A social worker facilitates conflict management in the society. Identify **FOUR** goals of conflict management. (4 marks)
27. Disputes sometimes arise in families. Name four causes of such disputes (4 marks)
28. State **FOUR** benefits of keeping conflict resolution reports. (4 marks)
29. Identify **FOUR** factors that hinder peace building activities. (4 marks)
30. List **FOUR** conflict management skills that a social worker should possess to carry out this activity effectively. (4 marks)

SECTION C: (40 MARKS)

Answer any TWO (2) questions from this section.

31. Conflict is inevitable in the society but can be managed through effective strategies.
- a) Analyse **FIVE** functional effects of conflict in the society. (10 marks)
 - b) Describe **FIVE** phases of conflict. (10 marks)
32. Conflict management is an on-going duty of a leader.
- a) Discuss **FIVE** challenges faced by social workers during conflict management. (10 marks)
 - b) Describe **FIVE** types of leadership styles that a social worker may use in conflict management. (10 marks)
33. Peace and conflict resolution is concerned with how violence and conflict can be viewed and addressed.

- a) Highlight **FIVE** benefits of engaging in peace building activities. (10 marks)
- b) Discuss **FIVE** types of conflict in the society. (10 marks)

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