

092304T4SWC

**SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5**

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

**UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT**

**Nov/Dec 2023**



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

**WRITTEN ASSESSMENT**

**Time: 3 Hours**

**INSTRUCTIONS TO CANDIDATE**

1. You have **THREE (3)** hours to answer all the questions.
2. Marks for each question are as indicated in the brackets
3. The paper consists of **THREE** sections: **A, B** and **C**.
4. Do not write on the question paper

**This paper consists of 7 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)**

*Answer ALL questions in this section.*

*Each question carries one Mark*

1. \_\_\_\_\_ are single issues or events that lead to a dramatic escalation in conflict, particularly violent conflict.
  - A. Triggers
  - B. Catalysts
  - C. Extinguishers
  - D. Moderators
2. \_\_\_\_\_ is the type of conflict that occurs within an individual such as use of time, choice of partner, moral questions, goals and aspirations.
  - A. Inter-Personal Conflict.
  - B. Intra-Personal Conflict.
  - C. Intra-Group Conflict
  - D. Inter-Group Conflict.
3. Which of the following is NOT a mediation guideline?
  - A. Maintain neutrality
  - B. Probe until someone accepts responsibility for the issue
  - C. Work to ensure equal talk time
  - D. Establish an action plan
4. \_\_\_\_\_ is a conflict management style where a middle ground that will partially please all parties is found.
  - A. Compromising
  - B. Avoiding
  - C. Accommodating
  - D. Collaborating
5. Which of the following is NOT included in the definition of conflict?
  - A. Perception
  - B. Disruption of tasks
  - C. Something that is cared about
  - D. Negative effects

6. \_\_\_\_\_ needs to be attended to while encouraging positive and constructive communication during conflict resolution.
  - A. People focus
  - B. Emotional pleas
  - C. Maintain subjectivity
  - D. Free discussion
7. The following statements are a reflection of conflict perspective EXCEPT?
  - A. Society as a struggle for resource and power.
  - B. Change is inevitable, often beneficial and can be violent.
  - C. Society is viewed as a complex system of parts that interact to perform various necessary functions.
  - D. Conflict between classes determines social change
8. Which of the following is a negative effect of conflict?
  - A. Generation of new ideas
  - B. Building of relationships
  - C. Emotional torture
  - D. Maintains respect among individuals
9. The statements below are often used to describe the conflict resolution process. Which one is correct?
  - A. Don't ignore conflict
  - B. Start with a compliment
  - C. Offer guidance, not solutions
  - D. Check if the conflict persists
10. People experiencing conflict associate with the following feelings EXCEPT?
  - A. Shock
  - B. Confusion
  - C. Anger
  - D. Certainty

11. \_\_\_\_\_ refers to supporting people at risk of conflict in order to end direct violence.
- A. Peace building
  - B. Co-existence
  - C. Social Change
  - D. Relationship building
12. \_\_\_\_\_ refers to a type of conflict which is associated with obstruction of the achievement of goals of a group.
- A. Intergroup Conflict
  - B. Destructive conflict
  - C. Realistic conflict
  - D. Social Identity
13. \_\_\_\_\_ is a healthy way of responding to conflict.
- A. Feeling fearful
  - B. Resentful reactions
  - C. Respectful reactions
  - D. Explosive
14. The process of developing formal procedures for working through internal conflicts within community organization is called \_\_\_\_\_
- A. Staff selection
  - B. Policy formulation
  - C. Selective communication
  - D. Side taking
15. Collaborating conflict resolution approach is also referred to as a \_\_\_\_\_
- A. Win-win approach
  - B. Lose- lose approach
  - C. Win-lose approach
  - D. Lose-win approach

16. \_\_\_\_\_ is a form of arbitration in conflict management.
- A. Domestic arbitration.
  - B. International arbitration
  - C. Binding and non-binding arbitration.
  - D. Customary arbitration.
17. \_\_\_\_\_ is NOT a possible outcome which can result from successful conflict resolution.
- A. Compromise with a full agreement
  - B. Compromise with avoidance
  - C. Compromise with partial agreement
  - D. Compromise with no agreement but acceptance
18. An effective leader in conflict management should be?
- A. Hesitance
  - B. Indecisiveness
  - C. Receptive
  - D. Personalization
19. Which of the following statement about conflict resolution is TRUE?
- A. There is no distinction between difference and disagreements.
  - B. Differences cannot become disagreements when space is limited
  - C. Conflicts are resolved more easily when you are heated up
  - D. When disagreements heat up, they become conflicts.
20. The following categories of individuals influence conflict in the society EXCEPT?
- A. The military
  - B. Community leaders
  - C. Legitimate Child
  - D. Criminal group

**SECTION B: (40 Marks)**

*Answer ALL Questions in this section.*

21. Define the term conflict. (2 Marks)
22. Name FOUR forms of violence in the society. (4 Marks)
23. State FIVE causes of conflicts in the community. (5 Marks)
24. When a dispute arises, one the best course of action is negotiation to resolve the disagreement. List THREE goals of negotiation. (3 Marks)
25. Cite FOUR principles that inform a good conflict analysis process, approach and methodology. (4 Marks)
26. Where there is time or security constraints, Civil Society Organizations (CSOs) can help provide valuable support to conflict resolution by facilitating consultations and gathering data from inaccessible groups. Mention FIVE secondary sources of conflict data. (5 Marks)
27. The main challenge of identifying the causes of conflict is finding the main root cause of it. Give FOUR root causes of conflict. (4 Marks)
28. Propose FOUR roles of women in conflict prevention. (4 Marks)
29. Outline FIVE components of a conflict resolution report. (5 Marks)
30. Conflict is regarded as functional or dysfunctional. Identify FOUR positive effects of conflicts. (4 Marks)

**SECTION C: (40 Marks)**

*Answer any TWO questions from this section.*

31. There are several distinct types of potential conflicts experienced in the society.
- a) Evaluate FIVE types of conflict in the community. (10 Marks)
  - b) Describe FIVE phases of the conflict process. (10 Marks)
32. Managing the conflict involves defusing any strong emotion involved in the conflict and enabling the disputing parties to understand their differences and similarities.
- a) Discuss FIVE conflict resolution strategies. (10 Marks)
  - b) Summarize FIVE benefits of conflict analysis. (10 Marks)
33. You are building a new playground for your town's elementary school. You disagree with the supervisor about what kinds of materials you'll use to build the playground. The supervisor wants to use chemical-treated wood, but you feel it's unsafe. You both agree to seek support from a third party.
- a) Identify the type of conflict resolution strategy in the above scenario. (2 Marks)
  - b) Outline EIGHT roles of the third party personnel in this process of conflict resolution. (8 Marks)
  - c) Elaborate FIVE skills that the third party needs to build in order to resolve the conflict. (10 Marks)