

092304T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/OS/SW/CR/07/6/A

COORDINATE CONFLICT RESOLUTION AND MANAGEMENT

JULY/AUG 2024



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages

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

SECTION B: (40 Marks)

Attempt ALL questions from this section

1. When selecting a target population for a study aimed at identifying root cause of a conflict, its crucial to consider certain factors. List **THREE** of these factors. (3 Marks)
2. Understanding the differences between conflict and management is important for applying the appropriate approaches in handling conflicts. Differentiate between conflict resolution and conflict management. (4 Marks)
3. An introductory meeting is a crucial initial step in the conflict resolution process. State **FOUR** objectives of holding such meetings during conflict resolution process. (4 Marks)
4. Conflict can have substantial negative impacts that can extend across decades and even generations. Mention **THREE** consequences of conflict in a community. (3 Marks)
5. Effective conflict resolution in a community is essential for maintain peace, fostering cooperation promoting development. List **FOUR** factors that hinder conflict resolution in a community. (4 Marks)
6. Mobilization of the target group is necessary for conflict resolution. Highlight **FOUR** disadvantages of avoidance method to resolve community conflicts. (4 Marks)
7. Conducting interviews to identify the causes of community conflict is a critical task for social workers as it allows collection of valuable insights directly from community members. State **FOUR** preparations a social worker should make when conducting such interviews. (4 Marks)
8. Conflict may be defined as a struggle or contest between two or more people of opposing interests and requirements. Identify **FOUR** characteristics of conflict in the community. (4 Marks)
9. While questionnaires are widely used to assess the causes of conflict in the communities, they also have a number of limitations. Mention **FOUR** disadvantages of using questionnaires in this process. (4 Marks)
10. Documentation is a very vital process in any activity. Highlight **FOUR** reasons for preparing conflict report during conflict resolution. (4 Marks)
11. When conflict arise, a number of common cognitive and emotional tips are employed in an attempt to resolve the conflict. State **FOUR** types of monitoring used during conflict resolution process. (4 Marks)

SECTION B: 60 MARKS

Question TWELVE (12) is compulsory answer ANY OTHER TWO questions

CASE STUDY

12. In a small rural community in Temo County, there has been a rise in conflicts among residents due to disputes over property boundaries. The conflicts have escalated to the point where verbal altercations are becoming common, and there is a fear that they may turn physical if not addressed promptly. The leaders are setting up community mediation programs where trained mediators facilitate discussions between conflicting parties to help them reach mutually acceptable solutions. Community members are now encouraged to Organize to meet regularly where residents can openly discuss their concerns and grievances in a structured manner. Workshops are being conducted on conflict resolution techniques like communication skills, and empathy-building exercises for community members. Development of clear guidelines and protocols for addressing conflicts within the community are in the pipeline. On certain occasions, neutral third parties such as professional mediators or counselors provide unbiased perspectives and facilitate resolution without favoring any party involved especially in cases where conflicts are complex or deeply rooted. Empathy to help individuals see situations from others' viewpoints, fostering mutual understanding is being encouraged. The leaders fear that once amicable relationships among neighbors may deteriorate, with residents forming factions based on property lines. Verbal altercations escalating to physical confrontations have been witnessed. The community leaders have recognized the need to implement effective conflict resolution measures to restore peace and harmony among the residents.

- a) Explain **FIVE** measures that are appropriate for conflict resolution in the community. (10 Marks)
- b) Explain **FIVE** potential consequences of the conflicts arising from disputes over property boundaries in the rural community in Temo County (10 Marks)
13. Monitoring is a day-to-day activity that ensures smooth running of all activities towards achieving a common goal.
- a) Elaborate **FOUR** elements of undertaking a conflict analysis during conflict resolution process. (10 Marks)
- b) Explain **FIVE** ways if disseminating conflict information to the community. (10 Marks)

14. Report in conflict resolution is the information that has been gathered and put together to be shared in a document form about the progress in the resolution of the conflict.
- a) Explain **FIVE** ways stakeholders can plan resolution of conflicts in a community. (10 Marks)
 - b) Explain **FIVE** benefits of formulating a conflict resolution plan. (10 Marks)
15. You are a conflict resolution officer in MAENDELEO community and you are in the process of solving some of their conflicts.
- a) Explains **FIVE** ways you will use to implement peace building programs in the community. (10 Marks)
 - b) Elaborate **FIVE** core peace building activities you will apply in this community. (10 Marks)

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