



AMREF INTERNATIONAL TRAINING CENTER

Qualification code : 092306T4SWC
Qualification : Social Work and Community Development Level 6
Unit code : COD/OS/SW/CR/07/6/A
Unit of competency : Coordinate Conflict Resolution and Management

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet.
4. **DO NOT** write on this question paper.

*This paper consists of **THREE (3)** printed pages.*

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

SECTION A (40 MARKS)

Answer ALL the Questions in This Section

1. In the field of social work, mediators play a crucial role in conflict resolution. Name FOUR roles of a mediator during conflict resolution. (4Marks)
2. Understanding the characteristics of community conflict is essential to effectively address and resolve conflict. Highlight FOUR characteristics of community conflict. (4 Marks)
3. The peace-building process is a collaborative effort that involves various actors working together to create sustainable harmony and prevent the recurrence of conflict. Mention FOUR actors involved in peace building process. (4 Marks)
4. Conflict within a community can have far-reaching consequences and understanding these effects is crucial to a social worker. Outline FOUR effects of conflict in the community. (4 Marks)
5. Writing conflict resolution reports offer numerous benefits for individuals and organizations involved in resolving conflicts. State FOUR significance of writing conflict resolution reports. (4 Marks)
6. As social workers engage in research and practice, they rely on primary sources of data for developing effective interventions and ensuring that services are grounded in the real experiences of individuals. Enumerate FOUR types of primary sources of data. (4Marks)
7. Disseminating information on the effects of conflict is essential in the community. Identify FOUR tools a social worker can use to disseminate information about the effects of conflict in a community. (4 Marks)
8. Social workers play a crucial role in identifying and utilizing various types of resources to facilitate understanding among conflicting parties. State FOUR types of resources. (4 Marks)
9. Social workers are often at the forefront of peace-building efforts, utilizing their skills and knowledge to foster dialogue and understanding among conflicting parties. Outline FOUR core peace building activities. (4 Marks)
10. In conflict resolution, social workers often document their findings and interventions through conflict reports. Highlight FOUR major sections of a conflict report. (4 Marks)

SECTION B: (60 MARKS)***Answer Question 11 And Any Other 2 In This Section***

11. In Riverstone location, persistent cattle rustling has emerged as a critical issue over the past three years, creating substantial challenges for the local community. This conflict has resulted in significant losses of livestock, which serve as a primary source of income, cultural heritage and social status for many families. The impacts of cattle rustling extend beyond mere economic loss; they have led to increased poverty, food insecurity and a breakdown of social cohesion. Trust among community members has eroded, leading to heightened tensions and a culture of fear that stifles communal interactions and collaboration. As a social worker actively engaged in this community, understanding the nature of this conflict is vital.

- a) Identify TWO impacts of cattle rustling in Riverstone location. (2 Marks)
- b) Discuss FOUR causes of conflict in the community. (8 Marks)
- c) Describe FIVE benefits of conflict resolution in the community. (10 Marks)

12. Conflict is an inevitable and natural component of human experience arising from the diverse perspectives, values and interests that individuals and groups hold.

- a) Identify TWO types of leadership styles used in conflict management. (2 Marks)
- b) Discuss FOUR types of conflict in the society. (8 Marks)
- c) Explain FIVE conflict management strategies that you can put in place to end conflict in the in the community. (10 Marks)

13. Social workers need to cultivate a diverse set of conflict resolution skills to effectively address underlying issues. These skills not only enhance the social worker's ability to manage disputes but also play a crucial role in promoting the overall well-being of the communities they serve.

- a) Identify TWO measures to successfully engage youth in peace-building programs. (2 Marks)
- b) Explain FOUR conflict resolution skills a social worker should possess to carry out their role effectively. (8 Marks)
- c) Discuss the FIVE steps in conflict resolution process. (10 Marks)

14. Community X has been in constant conflict with Community Y over the last 6 years. In spite of creating awareness of the negative effects of conflict, the two communities have failed to establish peace.

- a) Discuss FIVE conflict management styles that could be used to end this conflict. (10 Marks)
- b) Explain FIVE challenges that a social worker may face when monitoring conflict resolution programs in a community. (10 Marks)