

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/CU/SW/CR/7/6/A

Coordinate Conflict Resolution and Management

Nov/Dec 2024



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

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 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 A (40 MARKS)

Answer ALL the questions in this section.

1. Inception and introductory meetings play a crucial role in conflict resolution. State FOUR importance of such meetings. (4 Marks)
2. Conflicts can be caused by different situations in the society. Mention FOUR causes of conflict in the society. (4 Marks)
3. Conflicts can be handled in various ways in the society. Define the following terms as used in conflict.
 - a) Conflict resolution (2 Marks)
 - b) Conflict management (2 Marks)
4. You are a social worker in a conflicting community and would like to find out the causes of conflict. Mention FOUR sources of data you would use in assessment of the conflict. (4 Marks)
5. Social conflict theory explains the various ways in which the government tries to reduce incidences of conflict in the society. State FOUR strategies employed by the government of Kenya in such situations. (4 Marks)
6. Conflicts in the society always remain a problem unless resolved. State FOUR reasons for conflict resolution in the society. (4 Marks)
7. Data collected from the field concerning a conflict in the is always analyzed and the results are documented. State FOUR importance of documenting such findings. (4 Marks)
8. Conflicts are common phenomenon in every society as long as there are human relationships. List FOUR characteristics of conflicts in the society. (4 Marks)
9. A conflict resolution program is always developed once an agreement between the confliction parties have been reached. Highlight FOUR benefits of formulating a conflict resolution plan. (4 Marks)
10. Conflicts resolution mechanism always yield different consequences. Highlight FOUR consequences of conflict resolution. (4 Marks)

SECTION B (60 MARKS)

Question 11 is compulsory and answer any other TWO questions

Read the case study below and answer the questions that follow

11. In a particular region, the communities of Pango and Banda have been engulfed in escalating tension over the past week. The source of this strife stems from ongoing conflicts, with the most recent incident being Pango village's aggressive raid on the Banda community. This violent act was motivated by Pango's belief that the Banda community had encroached upon their territory while grazing their animals. As a result, the homes of the Banda community were set ablaze, causing significant damage and rendering many members homeless. Additionally, numerous animals were killed, and community members were injured, with some tragically losing their lives. The severity of the situation forced many Banda community members to flee their homes out of fear for their safety and potential future attacks. Meanwhile, the Pango community also lived in constant fear, anticipating a retaliatory strike from the Banda community. Recognizing the gravity of the situation, the government dispatched a social worker to facilitate mediation between the two communities and establish a framework for peaceful coexistence.

a) Based on the case study above, outline FOUR effects of conflict in the society.

(4 Marks)

b) State TWO roles of the mediator in the process of conflict resolution. (2 Marks)

c) Describe the steps taken by the social worker in the process of resolving the conflict.

(14 Marks)

12. Mr. Bee is a social worker in a community whose members have approached him for advice on the best way to resolve a conflict they had where one of the community members had sold the same piece of land to two different members and had been paid by both parties. They could not reach an agreement on how to resolve the problem. He advised them to seek litigation from courts.

a) Explain FIVE reasons why litigation was chosen to resolve the conflict.

(10 Marks)

b) Explain FIVE factors to consider before selecting an appropriate method of conflict resolution. (10 Marks)

13. Monitoring conflict entails understanding the context of the conflict, how the conflicting parties are interacting and how the interventions are working out in solving the conflict.

a) Explain FIVE importance of monitoring a conflict situation.

(10 Marks)

b) Various tools can be used to monitor conflict; discuss FIVE of these tools.

(10 Marks)

14. Conflict is inevitable in the society but can be managed through effective strategies.

a) Elaborate FIVE strategies of conflict resolution.

(10 Marks)

b) Discuss FIVE reasons for analyzing findings of a conflict in the society.

(10 Marks)