

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

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

Coordinate Conflict Resolution and Management

March/April 2025



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

WRITTEN ASSESSMENT

Time: 3 HOURS

Printed By: Amref International Training Center
Date: 25.03.2025 10:34 AM

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** questions in section A.
3. Attempt question **ELEVEN** (11) and any other **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the 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)

Attempt ALL questions in this section

1. Conflict is the state of imbalance due to disagreement between groups of people in the community. State FOUR characteristics of conflict. (4Marks)
2. Conflict indicators are signs of imbalance and disagreement between people. Identify FOUR indicators of conflicts in the society. (4Marks)
3. You are a social worker and conflict arises in your community due to tribal differences. The Peace Agencies have engaged you to give more insight of the situation in the conflicting community. State FOUR ways of communicating to the community during the conflict. (4Marks)
4. Conflict has both positive and negative impacts to the community. Identify FOUR advantages of community conflict. (4Marks)
5. Monitoring is a continuous process that should be conducted throughout a conflict life cycle. State FOUR areas of monitoring. (4 Marks)
6. Identify FOUR characteristics of a monitoring tool. (4Marks)
7. Some conflicts can be avoided while others can be prevented. State any FOUR measures essential in the prevention of conflict in an organization. (4Marks)
8. Documentation tool is a written document to help shape the details of work to be done and provide access to varied information. State FOUR advantages of documentation tool in conflict resolution. (4Marks)
9. Identify FOUR methods of documentation analysis. (4Marks)
10. Once conflict resolution has been achieved, further measures are put in place to embrace peace hence preventing re-occurrence of conflicts in a community. State FOUR measures to maintain peace. (4Marks)

SECTION B (60 MARKS)

Attempt question 11(Compulsory) and any other TWO questions in this section

11. Conflict is the presence of disagreement between two or more parties. In Kenya, we have experienced periods of conflict between communities over scarce pasture, limited resources, tribal, cultural and religious differences. Sometimes during conflict, there are rumors that incite these communities causing them to be more agitated leading to communities clashing. Other times there are leaders and influential people who incite communities through making hateful remarks and this may make the situation worse. Conflict during drought and tough economic times also exist. As a result, most animals die causing communities to engage in cattle rustling. Conflicts however, have their own desirables in each community depending on how they are resolved. Conflicts can be resolved through various methods such as passing legislation that will provide stringent measures to prevent conflict and offering education opportunities to young people from these communities as a long-term measure.

Based on the case study above

- Printed By: Amref International Training Center
Date: 25.03.2025 10:34 AM
- a) List FIVE Causes of conflict. (5Marks)
 - b) Suggest FIVE ways you will use to mobilize stakeholders for conflict resolution. (5 Marks)
 - c) Discuss FIVE methods of conflict resolution that you would use to resolve the conflict. (10 Marks)
12. Assessment tools are critical in evaluating the effectiveness of conflict resolution programs and the progress made by the target group.
- a) Explain FIVE factors to consider when developing assessment tools. (10 Marks)
 - b) Describe FIVE importance of identifying a target group in conflict resolution. (10 Marks)
13. Conflicts can have widespread and varied effects on individuals, communities, organizations, and societies.
- a) Explain FIVE negative effects of conflicts. (10 Marks)
 - b) Discuss the social conflict theory. (10 Marks)

14. Dissemination of information refers to the process of distributing or spreading information to a target audience. This process is crucial in various fields, including education, healthcare, social work, community development, and conflict resolution.

- a) Explain FIVE methods of disseminating information. (10 Marks)
- b) Explain FIVE reasons for using secondary data collection methods.(10 Marks)