

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

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

UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT.

July /Aug 2023



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

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections **A**, **B** and **C**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of SIX (6) 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)

Each question carries ONE (1) mark.

1. Which ONE of the following is **NOT** a source of conflict?
 - A. Relationships
 - B. Health care
 - C. Life changes
 - D. Power struggle
2. The following are components of conflict management **EXCEPT**.
 - A. Arbitration
 - B. Compromising
 - C. Avoiding
 - D. Quarrelling
3. The following principles helps an individual determine what is right and wrong. Which one **DOES NOT**?
 - A. Love
 - B. Trust
 - C. Forgiving
 - D. Working
4. A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is_____.
 - A. Constructive conflict
 - B. Competitive conflict
 - C. Destructive conflict
 - D. Cooperative conflict
5. Collaborating conflict resolution approach is also referred to as.....
 - A. Win-win approach
 - B. Lose- lose approach
 - C. Win-lose approach
 - D. Lose-win approach
6. The process of solving disputes in the court room is known as_____.
 - A. Alternative dispute resolution

- B. Litigation
 - C. Formal dispute resolution
 - D. Binding dispute resolution.
7. Which of the following are the common aspects of human behaviour
- A. Social, Physical, Emotional, Mental, Spiritual
 - B. Social, Education, Physical, Mental, Spiritual
 - C. Social, Cognitive, Voluntary, Mental, Spiritual
 - D. Social, Physical, Preventive, Emotional, Mental
8. _____ is a competitive and antagonistic state of divergent ideas or interests, among individuals.
- A. Conflict
 - B. Social welfare
 - C. Social environment
 - D. Interventions
9. is skilled at facilitating communication between opposing parties to resolve issues outside of courts.
- A. Social security
 - B. Social manager
 - C. Social worker
 - D. Conflict manager
10. The social environment is made up of the following components **EXCEPT**?
- A. Culture
 - B. Economic
 - C. Moral
 - D. War
11. Collaborating is the preferred conflict handling orientation when.....
- A. The issue is trivial
 - B. There is need to build social credits for later issues
 - C. There is need to gain consensus and commitment
 - D. There is emergencies

12. _____ is the informal or formal process where two or more parties find a peaceful solution to their dispute.
- A. Growth
 - B. Development
 - C. Conflict resolution
 - D. Mass
13. Which of the following is the best definition of conflict?
- A. It is defined as a constant evolving process in human body.
 - B. Coping with stress challenges, financial pressures, and boundary violations.
 - C. Arises from differences, both large and small. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires.
 - D. It is the overall change resulting in improving, functioning and achievement.
14. _____ is engaging in an act that interferes with the child enjoying his/her rights as prescribed by the law.
- A. Child violation
 - B. Child abuse
 - C. Child exploitation
 - D. Child trafficking
15. _____ the following are the sources of conflicts in the society which one is **NOT**.
- A. Nutritious food
 - B. Intolerance
 - C. Suspicion
 - D. Negative attitude
16. Which of the following is a conflict stimulation technique?
- A. Expansion of resources
 - B. Compromise
 - C. Bringing outsiders
 - D. Authoritative command

17. What are the purposes of conflict mitigation in a community?
- A. To ensure safety of all the commodity and persons.
 - B. To control theft.
 - C. To reduce burglary.
 - D. Protect the police officers.
18. People experiencing conflict would associate with feelings of the following, **EXCEPT**
- A. Shock, Betrayal.
 - B. Confusion, Hopelessness.
 - C. Doubt, Anger.
 - D. Certainty.
19. Which of the following is **NOT** a conflict resolution technique?
- A. Appointing devil's advocate
 - B. Authoritative command
 - C. Superordinate goals
 - D. Avoidance
20. An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as_____.
- A. Latent conflict
 - B. False conflict
 - C. Cause of action
 - D. All the above

SECTION B: (40 MARKS)

Answer All Questions in this section.

21. Collection of data is important in conflict resolution. Mention **FIVE** sources of primary data.
(5 marks)
22. List **THREE** stakeholders involved in the process of monitoring of conflict resolution
(3 marks)
23. One of the responsibilities of a social worker is to document conflict resolution activities.
Identify **THREE** methods of carrying out this activity (3 marks)
24. Conflict takes many forms. State **FIVE** characteristics of conflict. (5 marks)
25. Mediation is one of the methods of conflict resolution. Name **FOUR** of its models (4 marks)
26. A social worker facilitates conflict management in the society. Identify **FOUR** goals of conflict management. (4 marks)
27. Disputes sometimes arise in families. Name four causes of such disputes (4 marks)
28. State **FOUR** benefits of keeping conflict resolution reports. (4 marks)
29. Identify **FOUR** factors that hinder peace building activities. (4 marks)
30. List **FOUR** conflict management skills that a social worker should possess to carry out this activity effectively. (4 marks)

SECTION C: (40 MARKS)

Answer any TWO (2) questions from this section.

31. Conflict is inevitable in the society but can be managed through effective strategies.
a) Analyse **FIVE** functional effects of conflict in the society. (10 marks)
b) Describe **FIVE** phases of conflict. (10 marks)
32. Conflict management is an on-going duty of a leader.
a) Discuss **FIVE** challenges faced by social workers during conflict management. (10 marks)
b) Describe **FIVE** types of leadership styles that a social worker may use in conflict management. (10 marks)
33. Peace and conflict resolution is concerned with how violence and conflict can be viewed and addressed.

- a) Highlight **FIVE** benefits of engaging in peace building activities. (10 marks)
- b) Discuss **FIVE** types of conflict in the society. (10 marks)

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