

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

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

Coordinate Conflict Resolution and Management

Nov/Dec 2023



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

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has two sections **A** and **B**.
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 3 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** questions in this section*

1. State FOUR functional roles of conflict in the society. (4 Marks)
2. Identify THREE roles of a mediator during conflict resolution. (3 Marks)
3. List FOUR components of the conflict analysis tool. (4 Marks)
4. Name THREE types of conflict according to structural violence theory. (3 Marks)
5. Propose FOUR tools a social worker can use to disseminate information about the effects of conflict in a community (4 Marks)
6. Mention FOUR vulnerable groups of people during a conflict in society. (4 Marks)
7. List FOUR methods of gathering data during conflict management and resolution. (4 Marks)
8. State THREE factors that promote peace in a community. (3 Marks)
9. Propose THREE reasons for evaluating conflict resolution programs. (3 Marks)
10. State FOUR benefits of documenting conflict resolution activities. (4 Marks)
11. Identify FOUR factors to consider when developing a peace-building program. (4 Marks)

SECTION B: (60 MARKS)

*Answer any **three** questions in this section.*

12. One of the roles of a social worker in the community is conflict resolution.
- a) Describe FIVE conflict resolution skills a social worker should possess to carry out this role effectively (10 Marks)
 - b) Examine FIVE benefits of conflict resolution in a community. (10 Marks)
13. The number of reported cases of gender based violence especially among married women in Kenya has increased to 40% in the recent past according to research.
- a) Analyse FIVE forms of such gender-based violence in the country. (10 Marks)
 - b) Propose FIVE measures that may be taken to minimize gender-based violence in the country. (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 the long-sought peace.
- a) Discuss FIVE conflict management styles that could be used to end this conflict. (10 Marks)
 - b) Evaluate FIVE challenges that a social worker may face when monitoring conflict resolution programs in a community (10 Marks)
15. Conflict management requires a collaborative effort by different parties in order to minimize its diverse negative effects.
- a) Discuss the role of FIVE actors in conflict resolution and management. (10 Marks)
 - b) Explain FIVE factors that may lead to conflicts amongst Kenyan communities. (10 Marks)

END