

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5
COD/OS/SW/CR/07/5/A
UNDERTAKE CONFLICT RESOLUTION AND MANAGEMENT

Nov/Dec 2023 **SECTION A: (20 Marks)**

1. **A. Triggers**
2. **B. Intra-Personal Conflict.**
3. **B. Probe until someone accepts responsibility for the issue**
4. **A. Compromising**
5. **C. Something that is cared about**
6. **A. People focus**
7. **C. Society is viewed as a complex system of parts that interact to perform various necessary functions.**
8. **C. Emotional torture**
9. **A. Don't ignore conflict**
10. **D. Certainty**
11. **A. Peace building**
12. **C. Realistic conflict**
13. **C. Respectful reactions**
14. **B. Policy formulation**
15. **A. Win-win approach**
16. **C. Binding and non-binding arbitration.**
17. **B. Compromise with avoidance**
18. **C. Receptive**
19. **D. When disagreements heat up, they become conflicts.**
20. **C. Legitimate Child**

SECTION B: (40 Marks)

21. **Conflict** refers to a disagreement or clash between ideas, principles, or people, often arising from perceived incompatible goals or interests. (2 Marks)
22. **Four forms of violence in society:**
 - Physical violence

- Psychological violence
- Structural violence
- Cultural violence (4 Marks)

23. Five causes of conflicts in the community:

- Resource scarcity
- Ethnic or cultural differences
- Political power struggles
- Economic disparities
- Poor communication (5 Marks)

24. Three goals of negotiation:

- To reach a mutually beneficial agreement
- To resolve misunderstandings
- To maintain relationships (3 Marks)

25. Four principles informing a good conflict analysis process:

- Inclusivity
- Objectivity
- Contextual understanding
- Evidence-based approach (4 Marks)

26. Five secondary sources of conflict data:

- Academic research
- Government reports
- Media articles
- NGO publications
- Historical records (5 Marks)

27. Four root causes of conflict:

- Inequality
- Historical grievances
- Competition for resources
- Identity issues (4 Marks)

28. Four roles of women in conflict prevention:

- Mediators in community disputes

- Advocates for peace education
- Participants in peace negotiations
- Providers of social support networks (4 Marks)

29. Five components of a conflict resolution report:

- Executive summary
- Background information
- Analysis of the conflict
- Resolution strategies proposed
- Recommendations for future prevention (5 Marks)

30. Four positive effects of conflicts:

- Encouragement of critical thinking
- Promotion of innovation and creativity
- Strengthening of relationships through resolution
- Clarification of issues and interests (4 Marks)

SECTION C: (40 Marks)

31.

a) Five types of conflict in the community:

- Intra-personal conflict
- Inter-personal conflict
- Intra-group conflict
- Inter-group conflict
- Organizational conflict (10 Marks)

b) Five phases of the conflict process:

- Latent conflict
- Emergence
- Escalation
- Stalemate
- Resolution (10 Marks)

32.

a) **Five conflict resolution strategies:**

- Collaboration
- Compromise
- Avoidance
- Accommodation
- Competition (10 Marks)

b) **Five benefits of conflict analysis:**

- Enhanced understanding of root causes
- Improved communication strategies
- Identification of stakeholders
- Development of tailored interventions
- Prevention of future conflicts (10 Marks)

33.

a) **Type of conflict resolution strategy:**
Mediation (2 Marks)

b) **Eight roles of the third party personnel:**

- Facilitator of dialogue
- Neutral mediator
- Provider of information
- Advocate for fairness
- Listener to both parties
- Guide in problem-solving
- Recorder of agreements
- Follow-up on implementation of solutions (8 Marks)

c) **Five skills that the third party needs:**

- Active listening
- Empathy
- Negotiation skills
- Conflict analysis

- Communication skills (10 Marks)