



# TECHNICAL UNIVERSITY OF MOMBASA

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## SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

### SOCIAL SCIENCES

#### UNIVERSITY EXAMINATION FOR:

#### DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELLING

#### BCD 2110: CONFLICT MANAGEMENT AND REFUGEE STUDIES

#### END OF SEMESTER EXAMINATION

**SERIES:** May 2016

**TIME:** 2 HOURS

**DATE:** Pick Date May 2016

#### Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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#### Question ONE

- a) Identify 7 causes of conflict within organizations (7 marks)
- b) Organizational conflict is disagreement between groups or employees regarding work-related issues. What are the various sources leading to conflicts (8 marks)
- c) Explain what is:
  - Organizational conflict (3 marks)
  - Role conflict (3 marks)
  - Armed conflict (3 marks)
  - Conflict management (3 marks)
  - Refugee camp (3 marks)

#### Question TWO

- a) Differentiate between development-induced displacement and disaster-induced displacement of refugees (6 marks)
- b) Briefly explain the styles of dealing with conflict (10 marks)
- c) Explain the dual concern model (4 marks)

### **Question THREE**

- a) Explain 4 methods of resolving conflicts (15 marks)
- b) Highlight what one should consider when choosing a method resolving a conflict (5 marks)

### **Question FOUR**

- a) Discuss various challenges refugees may face in camps (10 marks)
- b) What is internal displacement and give 3 causes of internal displacement (10 marks)

### **Question FIVE**

- a) Discuss the conflict management techniques (10 marks)
- b) Explain what peace keeping is and the principles guiding UN peace keeping (10 marks)