



TECHNICAL UNIVERSITY OF MOMBASA

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.

Question ONE

- Discuss the early warning signs of a workplace conflict (8 marks)
- Distinguish 4 types of causes of armed conflict as proposed by Smith (8 marks)
- Briefly discuss the levels of conflict (5 marks)
- Explain what is:
 - Organizational conflict (3 marks)
 - Conflict management (3 marks)
 - Refugee camp (3 marks)

Question TWO

- Discuss the positive aspects that could result from a conflict (10 marks)
- There are a handful of reasons employees or team members may be in conflict with each other. Discuss (10 marks)

Question THREE

- a) Distinguish between conflict- induced displacement and disaster- induced displacement (8 marks)
- b) Explain what internal displacement is and 3 main causes of internal displacement (12 marks)

Question FOUR

- a) Discuss the negative aspects that could result from organizational conflict (10 marks)
- b) Discuss various challenges refugees may face in camps (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)