



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING  
(DCDC 11 S)

**BCD 2108 : CONFLICT MANAGEMENT & STUDIES**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** JULY, 2014

**TIME:** 2 HOURS

**INSTRUCTIONS TO CANDIDATES:**

- This paper consists of **TWO** sections A and B
- Section A is **COMPULSORY**
- Answer any **TWO** questions from section B
- This paper consists of **3 printed** pages

**SECTION A: (COMPULSORY) 30 MARKS**

**QUESTION 1**

**(a)** Define the following concepts:

- (i) Mediation (2 marks)
- (ii) Negotiation (2 marks)
- (iii) Arbitration (2 marks)
- (iv) Force (2 marks)
- (v) Conciliation (2 marks)
- (vi) Consensus (2 marks)

**(b)** Define the following terms:

- (i) Peacemaking (3 marks)
- (ii) Peace keeping (3 marks)
- (iii) Peace Building (3 marks)

**(c)** Identify and discuss strategies employed in peace building (9 marks)

**SECTION B: Answer any TWO questions from this section**

**QUESTION 2**

- (a) Discuss **FIVE** major levels of conflict within organization (10 marks)
- (b) Explain the relationship between violence, Aggression and crime. (10 marks)

**QUESTION 3**

- (a) Identify and discuss **FIVE** approaches to Conflict Resolution. (10 marks)
- (b) Distinguish between conflict management and Conflict Resolution. (10 marks)

**QUESTION 4**

- (a) Identify and explain **FOUR** ways of reducing crime and Aggression. (10 marks)
- (b) Discuss sources of intergroup conflict. (10 marks)

**QUESTION 5**

- (a) The majority of armed conflicts in Africa are rebellious against regimes in power. Discuss this statement citing examples. **(10 marks)**
- (b) Discuss **FIVE** techniques used in conflict management. **(10 marks)**