



Technical University of Mombasa

Faculty of Business & Social Studies

DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING
(DCDC JAN 13 & SEPT 12)

BCD 2110: CONFLICT MANAGEMENT & REFUGEE STUDIES

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: OCTOBER, 2013

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

-This paper consists **TWO** sections **A** and **B**

- Section **A** is **COMPULSORY**.
- Attempt any **TWO** questions in section **B**
- This paper consists of **2 printed** pages

SECTION A : COMPULSORY

QUESTION ONE

- a) Differentiate between the terms Conflict Management and Conflict Resolutions. **(4 marks)**
- b) Briefly explain the types of conflicts **(5 marks)**
- c) Identify and explain the **THREE** elements of conflicts **(6 marks)**
- d) State the **THREE** exclusion clauses of refugees **(3 marks)**
- e) Identify the **SEVEN** concerns that can follow refugees into asylum. **(7 marks)**
- f) List the ways NGOs can help in protection of refugees **(5 marks)**

SECTION B: Answer any TWO questions from this section

QUESTION TWO

Discuss the following tools used in conflict analysis:-

- (i) Stages of conflict **(10 marks)**
- (ii) Mapping of conflict **(10 marks)**

QUESTION THREE

Discuss the steps involved in Conflict Resolution Process **(20 marks)**

QUESTION FOUR

Discuss the durable solutions to Refugees. **(20 marks)**

QUESTION FIVE

State and explain the minimum standards of treatment of refugees **(20 marks)**