



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

**DEPARTMENT OF LIBERAL STUDIES & COMMUNITY
DEVELOPMENT**

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING
(DCDC MAY 2013)

BCD 2110 : CONFLICT MANAGEMENT & REFUGEES STUDIES

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER, 2013

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

-The paper consists of **TWO** sections **A** and **B**

-Section **A** is **COMPULSORY** and carries **30** marks.
-Answer **ANY TWO** questions from section **B**
This paper consists of **2** printed pages

SECTION A: (COMPULSORY) 30 MARKS

QUESTION ONE

- (a) Define the term conflict (2 marks)
- (b) List **FIVE** stages of conflict (5 mark)
- (c) Name **FIVE** processes involved in conflict resolution (5 marks)
- (d) Briefly describe factors that led to successful and peaceful resolutions of conflicts. (10 marks)
- (e) Define the concept of refugees (2 marks)
- (f) Identify different categories of refugees and briefly describe each one of them (6 marks)

SECTION B : (Answer any **TWO** questions from this section) 40 marks

QUESTION TWO

- (a) Identify and explain any **SIX** causes of conflict in our society. (12 marks)
- (b) Discuss the impact of conflict in the society (8 marks)

QUESTION THREE

- (a) Define the term conflict resolution (2 marks)
- (b) Identify and explain common methods of solving conflicts without violence (18 marks)

QUESTION FOUR

- (a) Describe the term conflict transformation (4 marks)
- (b) Identify and explain types of conflict transformation (16 marks)

QUESTION FIVE

- (a) There are **FOUR** basic steps to problem solving and conflict resolution name them (4 marks)
- (b) State what can happen in partnerships if problems are not addressed immediately. (10 marks)
- (c) Negotiation skills will serve you well in partnership. List the necessary abilities for effective negotiations. (6 marks).