



Technical University of Mombasa

Faculty of Business & Social Studies

DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING
(DCDC M 12)

BCD 2202 : CONFLICT MANAGEMENT AND RESOLUTION

SPECIAL/SUPPLEMENTARY EXAMINATIONS
SERIES: OCTOBER, 2013
TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

-Section **A** is **COMPULSORY**.

-Answer any **TWO** questions in section **B**
-This paper consists of **3 printed** pages

SECTION A : COMPULSORY (30 marks)

QUESTION ONE

- a) Define the following:-
- (i) Dispute (2 marks)
 - (ii) Arbitration (2 marks)
 - (iii) Advocacy (2 marks)
 - (iv) Litigation (2 marks)
- b) Mention **FIVE** signs of conflict. (5 mark)
- c) State **FOUR** basic needs that can lead to a dispute if they are not achieved. (4 marks)
- d) Mention the **FOUR** basic types of conflict. (4 marks)
- e) List the **SIX** levels of conflict within organizations. (6 marks)
- f) State **THREE** common symptoms of unresolved conflict. (3 marks)

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

QUESTION TWO

- a) (i) Explain **FIVE** ways in which conflict can be considered:-
- (I) Constructive (5 marks)
 - (II) Destructive (5 marks)
- (ii) Discuss the following views
- (I) Positive (3 marks)
 - (II) Negative (3 marks)
 - (III) Balanced (4 marks)

QUESTION THREE

- a) (i) Outline **FIVE** outcomes of conflict in the following ways:-
- (I) Positive (5 marks)
 - (II) Negative (5 marks)
- (ii) Discuss **FIVE** techniques used in conflict management. (10 marks)

QUESTION FOUR

- a) (i) Explain **THREE** sources of inter-group conflict. **(6 marks)**
- (ii) Discuss how the following conflict resolutions process work:-
- (I) Crisis intervention **(3 marks)**
 - (II) Facilitation **(3 marks)**
 - (III) Conciliation **(3 marks)**
- (iii) Outline **TWO** advantages and **THREE** disadvantages of consensus to solve conflicts. **(5 marks)**

QUESTION FIVE

- a) (i) Discuss the **FOUR** forms of Negotiations. **(8 marks)**
- (ii) Briefly explain **FIVE** guidelines to be considered when using the following methods of solving disputes.
- (I) Arbitration **(5 marks)**
 - (II) Mediation **(5 marks)**
- (iii) Explain what behavioral conflict is. **(2 marks)**