



# Technical University of Mombasa

*Faculty of Business & Social Studies*

## **DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT**

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING  
(DCDC J. 13)

### **BCD 2202: CONFLICT RESOLUTION AND MANAGEMENT**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** JUNE 2013

**TIME:** 2 HOURS

#### **INSTRUCTIONS TO CANDIDATES:**

- The paper consists of sections **A** and **B**
- Section **A** is **COMPULSORY**

-Answer any other **TWO** questions ONLY from section **B**  
-All questions in section **B** carry equal marks  
This paper consists of **2** printed pages

**SECTION A**  
**(COMPULSORY)**

**QUESTION ONE**

- (a) Define the following terms.
- (i) Conflict (2 marks)
  - (ii) Violence (2 marks)
  - (iii) Conflict transformation (3 marks)
  - (iv) Arbitration (2 marks)
- (b) Highlight the stages of conflict (5 marks)
- (c) Briefly explain **FOUR** ways of reducing crime and violence in society. (8 marks)
- (d) State and explain the **THREE** general categories of causes of conflict. (6 marks)

**SECTION B**

(Answer any **TWO** questions from this section)

**QUESTION TWO**

- (a) Discuss **FIVE** sources of conflict in community projects (10 marks)
- (b) (i) State the **THREE** methods of resolving disputes. (3 marks)
- (ii) Highlight factors that could lead to successful and peaceful resolution of a conflict between parties. (7 marks)

**QUESTION THREE**

- (a) State and explain **FOUR** forms of violence. (8 marks)
- (b) Discuss the **FOUR** categories of intergroup conflict within organizations. (8 marks)
- (c) State **FOUR** types of conflict transformation. (4 marks)

**QUESTION FOUR**

- (a) Briefly explain the fundamental elements of a conflict. (3 marks)
- (b) Highlight conditions under which conflicts lead to violence. (8 marks)
- (c) Explain the **FIVE** approaches to Conflict Resolution. (10 marks)

**QUESTION FIVE**

- (a) Explain the term mediation (3 marks)
- (b) Discuss the mediation guidelines. (17 marks)