

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/OS/SW/CR/07/6/A

COORDINATE CONFLICT RESOLUTION AND MANAGEMENT

March /April 2023



THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

Maximum marks for each question are indicated in brackets ().

*This paper consists of **TWO** sections: A and B.*

Answer the questions as per instructions in each section.

You are provided with a separate answer booklet.

This paper consists of TWO (2) printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

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SECTION A: [40 MARKS]

Answer ALL the questions in this section.

1. State **FOUR** characteristics of conflict. (4 Marks)
2. Mention **FOUR** actors involved in peace building process. (4 Marks)
3. State **FOUR** benefits of writing conflict resolution reports. 4 Marks)
4. Outline **FIVE** desirable effects of conflict in the community. (5 Marks)
5. Highlight **THREE** causes of conflict in society. (3 Marks)
6. State **FOUR** ways of documenting conflict resolution activities. (4 Marks)
7. Identify **FIVE** causes of domestic violence. (5 Marks)
8. List **THREE** ways of disseminating information to the stakeholders during peace building activities. (3 Marks)
9. Mention **FOUR** types of primary sources of data. (4 Marks)
10. Identify **FOUR** benefits of conflict resolution to the society. (4 Marks)

SECTION B: [60 MARKS]

(Answer any THREE questions in this section)

11. Effectiveness of a leader determines the outcome of conflict resolution and management process.
 - a) Describe **FIVE** types of leadership styles used in conflict management. (10 Marks)
 - b) Discuss **FIVE** major sections of a report. (10 Marks)
12. Peace building process is a technique for addressing conflicts in the communities.
 - a) Highlight **FIVE** benefits of engaging in peace building activity. (10 Marks)
 - b) Analyze **FIVE** measures to successfully engage youth in peace building programs in the community. (10 Marks)
13. Conflict is inevitable and occurs in various forms.
 - a) Discuss **FIVE** types of conflict in the society. (10 Marks)
 - b) Evaluate **FIVE** conflict management strategies. (10 Marks)
14. Conflict resolution is the process aimed at finding a solution to disagreements in society.
 - a) Analyze **FIVE** conflict resolution skills. (10 Marks)
 - b) Describe the **FIVE** steps in conflict resolution process. (10 Marks)

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