



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2019/2020 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF ARTS AND SOCIAL SCIENCES  
DIPLOMA IN SOCIAL WORK**

**COURSE CODE: DCR 215**

**COURSE TITLE: CONFLICT MANAGEMENT  
AND RESOLUTION**

**DATE: 10<sup>TH</sup> DECEMBER, 2019**

**TIME: 0830 – 1030 HRS**

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**INSTRUCTONS TO CANDIDATES**

- Answer question **ONE** and any other **TWO** questions
- This paper consists of three printed pages. Please turn over.

## **QUESTION ONE**

- a) Discuss the following concepts  
Conflict  
Negotiation  
Resolution  
Conflict settlement **(10 marks)**
- b) Explain your own understanding of the characteristics of conflict **(7 marks)**
- c) Explain different types of conflicts **(8 marks)**
- d) State the benefits of handling conflict in a non-violent and constructive **(5 marks)**

## **QUESTION TWO**

- a) Explain the different causes of conflict **(10 marks)**
- b) Examine some of the efforts that can be made to mitigate a conflict prior to seeking settlement. **(10 marks)**

## **QUESTION THREE**

- a) Applying to the Kenyan society, examine the relationship between conflict and violence explaining the effects and forms of violence. **(10 marks)**
- b) Discuss the effects of violence **(5 marks)**
- c) Examine the various forms of violence **(5marks)**

## **QUESTION FOUR**

- a) Strategies of conflict response are diverse, ranging from standing firm, negotiation, and disengagement, to submission, Discuss. **(10 marks )**
- b) Distinguish between substantive and emotional conflict. **(10 marks)**

## **QUESTION FIVE**

- a) Discuss the impact of power distribution on a conflict outcome can be mitigated, with reference to the role of power in conflict process and outcome **(10 marks)**
- b) Explain the sources of conflict **(10 marks)**

## **QUESTION SIX**

State and explain the nine levels of conflict escalation **(20 marks)**

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