



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE CERTIFICATE

IN

SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE CODE: CSD/0312/444/13A

COURSE TITLE: CONFLICT RESOLUTION AND MANAGEMENT

DATE: 18/12/2023

TIME: 2:00 – 4:00PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



QUESTION ONE

- a) Identify and discuss with relevant examples the types of conflict in our society (20 marks)
- b) Identify and highlight the strategies that are used in conflict management (10 marks)

QUESTION TWO

- a) Outline the major characteristics of community conflicts in Kenya? (10 Marks)
- b) Highlight the major causes of conflicts in the Kenyan communities (10 marks)

QUESTION THREE

- a) Identify and highlight the conflict resolution techniques (12 marks)
- b) Outline the major stakeholders involved in the conflict resolution and management (10 marks)

QUESTION FOUR

Discuss with relevant examples the importance of monitoring during conflict resolution process (20marks)

QUESTION FIVE

- a) Identify and highlight the conflict management styles (8 Marks)
- b) Identify and discuss the peace building programs that are used in conflict resolution and management (12 marks)