



(University of Choice)

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

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE DIPLOMA

IN

SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE CODE: DSC/0314/544 / 18A

COURSE TITLE: CONFLICT RESOLUTION AND MANAGEMENT

DATE: 8/12/2023

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 (20 marks)
- b) Identify and discuss the strategies used in conflict management (10 marks)

QUESTION TWO

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

QUESTION THREE

- a) Identify and discuss the conflict resolution techniques (10 marks)
- b) Highlight 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

Identify and discuss the peace building programs that are used in conflict resolution and management (20 marks)