



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
JANUARY – APRIL 2025 ASSESSMENT**

FORMATIVE ASSESSMENT

Qualification Code : Social Work and Community Development
Qualification : Level 6
Code : COD/OS/SW/CR/07/6/A
Unit of Competency : Coordinate conflict resolution and management

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper.*

SECTION A: (40 MARKS)

*Answer **all** questions in this section*

1. State **FOUR** functional roles of conflict in the society. (4 Marks)
2. Identify **THREE** roles of a mediator during conflict resolution. (3 Marks)
3. List **FOUR** components of the conflict analysis tool. (4 Marks)
4. Name **THREE** types of conflict according to structural violence theory. (3 Marks)
5. Propose **FOUR** tools a social worker can use to disseminate information about the effects of conflict in a community (4 Marks)
6. Mention **FOUR** vulnerable groups of people during a conflict in society. (4 Marks)
7. List **FOUR** methods of gathering data during conflict management and resolution. (4 Marks)
8. State **THREE** factors that promote peace in a community. (3 Marks)
9. Propose **THREE** reasons for evaluating conflict resolution programs. (3 Marks)
10. State **FOUR** benefits of documenting conflict resolution activities. (4 Marks)
11. Identify **FOUR** factors to consider when developing a peace-building program. (4 Marks)

SECTION B: (60 MARKS)

*Answer any **three** questions in this section.*

12. One of the roles of a social worker in the community is conflict resolution.
- a) Describe **FIVE** conflict resolution skills a social worker should possess to carry out this role effectively (10 Marks)
 - b) Examine **FIVE** benefits of conflict resolution in a community. (10 Marks)
13. The number of reported cases of gender based violence especially among married women in Kenya has increased to 40% in the recent past according to research.
- a) Analyse **FIVE** forms of such gender-based violence in the country. (10 Marks)
 - b) Propose **FIVE** measures that may be taken to minimize gender-based violence in the country. (10 Marks)
14. Community X has been in constant conflict with Community Y over the last 6 years. In spite of creating awareness of the negative effects of conflict, the two communities have failed to establish the long-sought peace.
- a) Discuss **FIVE** conflict management styles that could be used to end this conflict. (10 Marks)
 - b) Evaluate **FIVE** challenges that a social worker may face when monitoring conflict resolution programs in a community (10 Marks)
15. Conflict management requires a collaborative effort by different parties in order to minimize its diverse negative effects.
- a) Discuss the role of **FIVE** actors in conflict resolution and management. (10 Marks)
 - b) Explain **FIVE** factors that may lead to conflicts amongst Kenyan communities. (10 Marks)

END