



COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES & EDUCATION

**NHSW 423 SOCIAL CONFLICT: IMPACT AND MANAGEMENT
END OF FIRST SEMESTER EXAMINATIONS**

NOV/DEC 2025

LECTURER: DR B.K. CHIKWAIWA

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper contains **TWO** sections (A and B).
 2. Section A is **COMPULSORY**.
 3. Answer **ANY TWO (2) questions** from Section B.
 4. Start each question on a new page in your booklet.
 5. Do not repeat material.
-

SECTION A: COMPULSORY

INSTRUCTION: *Answer Question 1.*

Question 1: Demonstrate how communication and active listening are essential conflict management strategies. **[100 Marks]**

SECTION B

INSTRUCTION: *Answer ANY TWO (2) questions.*

Question 2: Conflict resolution and transformation are not always the best strategies for managing social conflict. Examine this statement using examples. **[100 Marks]**

Question 3: Show how Principled negotiation can be utilised as a conflict resolution technique. **[100 Marks]**

Question 4: Illustrate how Restorative justice and reconciliation are the primary conflict resolution techniques which can bring lasting peace between the Democratic Republic of Congo and the rebels in Goma. **[100 Marks]**

Question 5: Demonstrate how property, prestige and power are the main influences of social conflict in Africa. **[100 Marks]**