



END OF FIRST SEMESTER EXAMINATIONS

2023/2024 ACADEMIC

APRIL/MAY, 2024

4-YR B. ED BASIC EDUCATION (J.H.S SOCIAL STUDIES OPTION)

DATE/TIME: 12/05/2024, AFTERNOON SESSION

COURSE CODE: JBS352

COURSE TITLE: CONFLICT MANAGEMENT AND PEACE BUILDING

LEVEL: 300

(DURATION: 1:30 HOURS)

INSTRUCTIONS: This paper is made up of two sections—**A** and **B**. You are to answer **all** questions in section **A** and **three (3)** questions from section **B**. **However, question one in Section B is compulsory.** Write **all** your answers in the answer booklet provided. The total mark for this paper is **80**.

SECTION A (40 Marks): Answer **all questions in this section.**

1. All the following are sources of Organizational Conflict **except** **(2 marks)**
 - A. Differences in values and perception
 - B. Understanding nature of people
 - C. Resistance to change
 - D. Nature of communication
2. When everyone involved in a conflict gains and losses through negotiation and flexibility, it is referred to as **(2 marks)**
 - A. Accommodation
 - B. Collaboration
 - C. Compromise
 - D. Avoidance
3. The traditional view of conflict is the belief that conflict is **(2 marks)**
 - A. harmful
 - B. natural
 - C. necessary
 - D. situational-dependent
4. Which of the following is not a cause of conflict, according to the traditionalist view? **(2 marks)**
 - A. general poor communication between people
 - B. lack of openness in the organization
 - C. trust between people in the organization
 - D. management failure to be responsive to employee needs
5. According to the interactionist's perspective, a group that functions without conflict is.... **(2 marks)**
 - A. living up to behavioral ideals
 - B. prone to becoming static and apathetic
 - C. likely to be responsive to the need for change and innovation
 - D. the most productive

6. The.....view of conflict argues that conflict is necessary for a group to perform effectively. **(2 marks)**

- A. human relations
- B. interactionist
- C. traditional
- D. functional

7. Conflict that relates to the content and goals of work is termed.....conflict. **(2 marks)**

- A. job
- B. task
- C. relationship
- D. process

8. The first stage of the conflict process is termed..... **(2 marks)**

- A. cognition and personalization
- B. behavioral manifestation
- C. potential opposition or incompatibility
- D. intention

9. Angelina feels that her cubicle neighbor talks too loudly on the phone, but in other ways she is a great neighbor. Angelina gets annoyed every time her neighbor's phone rings, but she has decided it's simply not worth the trouble to talk to her neighbor. Angelina's conflict intention is called..... **(2 marks)**

- A. competing
- B. avoiding
- C. accommodating
- D. compromising

10. After the football match, members of the opposing team had a disagreement over the scores. This describes an..... **(2 marks)**

- A. Interpersonal conflict
- B. Intrapersonal conflict
- C. Intergroup conflict
- D. Intragroup conflict

11. The best stage to prevent conflict is the..... **(2 marks)**

- A. Evolution stage
- B. Enemy formation stage
- C. Mobilization stage
- D. Pre-emption stage

12. The man's struggle over his addiction caused him great distress and depression as he thought about it. This describes an..... **(2 marks)**

- A. Interpersonal conflict
- B. Intrapersonal conflict
- C. Intergroup conflict
- D. Intragroup conflict



13. Conflict comes in different ways per the degree of seriousness and capacity. This implies that conflict is..... (2 marks)

- A. Evitable
- B. Inevitable
- C. Multidimensional
- D. Unidimensional

14. Peace without justice is best described as..... peace. (2 marks)

- A. External
- B. Inner
- C. Negative
- D. Positive

15. conflicts are differences that don't have to be resolved. (2 marks)

- A. Cause conflict
- B. False conflict
- C. Latent conflict
- D. Value conflict

16. Unequal or unfair distribution of power or resources perpetrated or justified by established institutions is called..... (2 marks)

- A. Cultural conflict
- B. Information conflict
- C. Structural conflict
- D. Value conflict

17. Which of the following is **NOT** a feature of the enemy formation stage of conflict? (2 marks)

- A. Distortion of facts
- B. Remembrance of bitter history
- C. Reformation of culture
- D. Spread of propaganda

18. The existence of conflict is indicated by the following **EXCEPT** (2 marks)

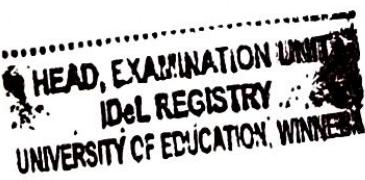
- A. Agreement
- B. Anger
- C. Confusion
- D. Disagreement

19. Which of the following is common in all conflicts? (2 marks)

- A. Disagreement
- B. Loss of property
- C. Many parties involved
- D. Death

20. If a leader of an organization decides to give a project of the organization to his/her sister, it is most likely to result in (2 marks)

- A. Conflict of mediation
- B. Conflict of opinion
- C. Conflict of values
- D. Conflict of interest



SECTION B (40 marks): Answer Question One and any other two (2) questions from this section. (NB: WHERE NECESSARY, INTRODUCTION AND CONCLUSION WOULD CARRY MARKS)

1. Third party interventions as a means to resolving violent conflicts has become popular among both state and non-state actors. Unfortunately, most conflicts on the African continent have been confrontational. As a special envoy speaking at the African Union Summit, explain four (4) ways of managing violent conflicts at the community and international levels through a third-party intervention. **(20 marks)**
2. One of the pervasive challenges confronting the Ghanaian educational system is school based conflict. As a head teacher welcoming newly posted teachers to your school, explain four (4) effects of conflicts on teaching and learning in schools. **(10 marks)**
3. The mechanisms for conflict prevention are the informal arrangements made by opposing parties with the intention of resolving conflicts (Lund, 2009). Discuss four (4) mechanisms for conflict prevention you will include in the lesson preparation for your basic 9 learners. **(10 marks)**
4. Despite the diversity in level, domain, and intellectual origin that characterize the work in the field of teaching, there are certain common threads – shared insights and approaches to practice. Describe four (4) appropriate strategies for teaching conflict resolution and management in Junior High Schools. **(10 marks)**
5. Working in a peaceful and collaborative environment is the desire for all members of the school community. It therefore behoves on all members of the school community to be part of the peace building process. Discuss four (4) peace building strategies in schools needed to have a serene environment. **(10 marks)**

