



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2017

16PSW3ID01 – CONFLICT TRANSFORMATION AND PEACE BUILDING

Date: 13-11-2017

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

SECTION A

Answer ALL questions in not more than 50 words each. 10 x 2 = 20

1. Define Conflict.
2. What is an open conflict?
3. Expand LCP, DNH, LOC, AI
4. Name any two promoters of the Needs theory.
5. Mention any two tools of conflict analysis.
6. State any two objectives of mediation.
7. Write two important steps in consensus building.
8. What is de-escalation?
9. List any two techniques used to resolve conflicts.
10. Outline the three levels at which conflicts occur.

SECTION B

Answer any FOUR in not more than 300 words each. 4 x 10 = 40

11. Explain the types of conflicts with suitable illustrations.
12. Compare conflict transformation and conflict resolution approaches.
13. Demonstrate the use of conflict mapping and the ABC triangle with suitable examples.
14. Elaborate on the uses of appreciative inquiry in working with conflict.
15. Describe the various components of the cultural communication theory.

SECTION C

Answer any TWO in not more than 600 words each. 2 x 20=40

16. Construct a detailed project plan based on the “Do No Harm approach” to deal with the incoming Rohingya refugees in Bangladesh.
17. Using the Conflict “Where I Come From” guidelines present a current conflict.
18. Outline the types of dealing with conflict with specific reference to the conflict styles.
