

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
BA IN YOUTH AND COMMUNITY DEVELOPMENT - LEVEL 04
FINAL EXAMINATION - SEMESTER II (2024/2025)
DSU4564: CONFLICT RESOLUTION: STRATEGIES AND SKILLS
DURATION: TWO (02) HOURS ONLY



Date: 30/08/2025

Time: 9.30 a.m – 12.30 p.m

Instructions:

- Answer ONLY five (05) questions.
 - Each question carries twenty (20) marks.
 - Please write the answers clearly
1. Illustrate contemporary global conflicts using insights from the Structuralist perspective on conflict. (20 Marks)
 2. Using a suitable Conflict Analysis tool, critically analyse one of the selected conflicts in Sri Lanka. (20 Marks)
 - a. Digana Riots 2018
 - b. Easter Sunday Attack
 - c. Sri Lanka Civil War
 - d. Economic Crisis "Aragalaya" – 2022
 3. Reflect on a conflict situation you have personally encountered, and analyse how political, socio-cultural, economic, and geopolitical factors contributed to intensify the conflict. (20 Marks)
 4. As a Youth worker, how would you use the four basic negotiation processes that involve third parties to resolve a conflict. Provide suitable examples to validate your answer. (20 Marks)
 5. Reflect on a conflict situation that you have encountered, and illustrate that specific conflict using the five stages of the Conflict Process Model. (20 Marks)

- 6.
- a. What are Inter Group and Intra Group Conflicts?
(04 Marks)
 - b. Explain what are the belief domains that contribute to the intergroup conflict with suitable examples
(16 Marks)
7. As a youth worker, what is your perspective on the application of non-violent action in resolving and managing a conflict? Provide suitable examples to validate your answer.
(20 Marks)
8. Write short notes for the following topics
(20 Marks)
- a. Peace Building, Peace Keeping and Peace Making
 - b. Five Conflict Handling Styles
 - c. Functional and Dysfunctional Conflict Outcomes
 - d. Two types of Bargaining Strategies

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