

**CRI 190 SAMPLE REVIEW QUESTIONS
FOR CFE MODULE BASED**

P1 TOPICS

1. What is the best definition of *conflict*?
 - A. A discussion between two people with the same goals
 - B. A struggle between people with incompatible goals or ideas**
 - C. A peaceful agreement between two parties
 - D. A misunderstanding that always ends in violence
2. Which term refers to a *disagreement or clash of ideas* between two or more parties?
 - A. Mediation
 - B. Conflict
 - C. Dispute**
 - D. Arbitration
3. Lesly and Shaira are in conflict over project responsibilities. They invite a neutral person to help them discuss their issues and reach an agreement *without that person making a decision for them*. What process are they using?
 - A. Arbitration
 - B. Negotiation
 - C. Mediation**
 - D. Competing
4. Which of the following best describes *collaboration* as a strategy for conflict resolution?
 - A. Ignoring conflict to avoid discomfort
 - B. Compromising personal goals to satisfy others
 - C. Working together to find a win-win solution**
 - D. Forcing others to accept your decision
5. Team Leader Marc insists on implementing her plan even though team members disagree. He is assertive but not cooperative. Which conflict resolution strategy is this?
 - A. Avoiding
 - B. Competing**
 - C. Collaborating
 - D. Accommodating
6. Which of the following statements best distinguishes *conflict* from *dispute*?
 - A. A conflict is always legal; a dispute is emotional
 - B. A conflict is broader and may involve emotions or ideas, while a dispute often centers on specific facts or rights**
 - C. A dispute always involves physical confrontation, while conflict does not
 - D. Conflict and dispute mean the same thing
7. Reconciliation is often rooted in which key principles?
 - A. Competition and control
 - B. Forgiveness, healing, and restoring relationships**
 - C. Silence and withdrawal
 - D. Winning and losing
8. After a heated dispute, Jess and Hanna apologize, forgive each other, and agree to rebuild their trust. This best represents:
 - A. Arbitration
 - B. Negotiation
 - C. Reconciliation**
 - D. Avoidance

9. Which of the following is a method of reconciliation that focuses on repairing harm through the participation of affected parties rather than punishment?

- A. Mediation
- B. Restorative Justice**
- C. Arbitration
- D. Avoidance

10. A neutral third party assists two groups in resolving their disagreement by facilitating open discussions until they reach a mutual agreement. Which strategy of reconciliation is being used?

- A. Dialogue and Communication
- B. Mediation and Facilitation**
- C. Apology and Forgiveness
- D. Truth and Reconciliation Commission

11. What is arbitration?

- A. A formal court trial involving a jury
- B. A process where a neutral third party makes a binding decision to resolve a dispute**
- C. An informal discussion without legal effect
- D. A non-binding opinion issued by a judge

12. Which of the following best describes the principle of party autonomy in arbitration?

- A. The arbitrator chooses the procedures for both parties.
- B. The court decides which arbitrator will handle the case.
- C. The parties have the freedom to choose their own arbitrator and procedures.**
- D. Only one party controls the arbitration process.

13. The principle of fairness and impartiality means that:

- A. The arbitrator must favor the stronger party.
- B. Both parties should have an equal and fair chance to present their case.**
- C. The decision can be made without hearing both sides.
- D. The losing party can appeal the award.

14. Parties can design their own procedures and schedules in arbitration. This reflects which philosophy?

- A. Finality
- B. Efficiency
- C. Flexibility**
- D. Fairness

15. Which principle of arbitration helps protect the privacy and reputation of the parties involved?

- A. Confidentiality**
- B. Fairness
- C. Party autonomy
- D. Efficiency

16. Arbitration is often preferred for complex disputes because it can be less expensive and avoids lengthy court trials. This refers to:

- A. Cost-effectiveness
- B. Party autonomy
- C. Confidentiality
- D. Flexibility**

17. What is the main purpose of arbitration?

- A. To delay dispute resolution until courts decide
- B. To resolve disputes voluntarily through neutral third parties**
- C. To punish one party for wrongdoing
- D. To replace all court trials

18. Who is the person appointed to make a final decision or award in an arbitration case?

- A. Mediator
- B. Facilitator
- C. Arbitrator**
- D. Judge

19. In arbitration, which technique helps ensure both parties' needs are considered during hearings and discussions?

- A. Open communication and structured dialogue**
- B. Withholding evidence for negotiation advantage
- C. Refusing to cooperate with the opposing party
- D. Avoiding all interactions

20. Which of the following statements correctly distinguishes institutional arbitration from ad hoc arbitration?

- A. Institutional arbitration follows the rules of an established organization, while ad hoc arbitration relies on procedures agreed upon by the parties.**
- B. Both forms must be approved by the Supreme Court.
- C. Ad hoc arbitration is always international, while institutional is local.
- D. Institutional arbitration cannot issue binding awards.

21. What is the main goal of negotiation?

- A. To let a third party decide the outcome
- B. To reach a mutually acceptable agreement through discussion**
- C. To avoid communication with the other party
- D. To enforce a decision through legal authority

22. The person who helps facilitate communication in mediation is called a:

- A. Negotiator
- B. Mediator**
- C. Arbitrator
- D. Lawyer

23. Which of the following best differentiates negotiation from mediation?

- A. Negotiation requires a mediator to decide the outcome.
- B. Negotiation happens directly between the parties, while mediation involves a neutral third party.**
- C. Negotiation is involuntary, while mediation is mandatory.
- D. Both require legal representation.

24. Which statement best reflects the difference in roles between a negotiator and a mediator?

- A. A negotiator represents one side's interest; a mediator remains neutral and helps both sides communicate.**
- B. A negotiator always makes the final decision for both parties.
- C. A mediator argues on behalf of one party.
- D. Both have the same authority to impose an outcome.

25. In distributive negotiation, the situation is usually described as:

- A. Win-win
- B. Lose-lose
- C. Win-lose
- D. Compromise-based

26. A mediator encourages both parties to listen actively and understand each other's emotions. This reflects which mediation technique?

- A. Reality testing
- B. Neutral summarizing
- C. Empathy and active listening
- D. Persuasion and anchoring

27. Who has the primary right to decide the place of mediation?

- A. The mediator alone
- B. The court
- C. The parties involved in the dispute
- D. The government agency

28. If the parties do not agree on the place of mediation, what should be done?

- A. The mediator will choose any location convenient and appropriate to all parties.
- B. The case will automatically proceed to court.
- C. The dispute will be cancelled.
- D. The party who filed the complaint chooses the place.

29. A dispute is handled in a courtroom, with both sides presenting evidence and a judge rendering a verdict. This situation describes:

- A. Judicial Mediation
- B. Arbitration
- C. Litigation
- D. Conciliation

30. Daniel and his employer disagree about unpaid wages. They want to resolve the issue peacefully without going through a long trial. Which mode of dispute resolution is more appropriate?

- A. Litigation
- B. Judicial Mediation
- C. Criminal Prosecution
- D. Court Appeal

P2 TOPICS

31. Which of the following best defines Retributive Justice?

- A. A system that emphasizes rehabilitation and reconciliation of offenders
- B. A system that focuses on restoring relationships between victim and offender
- C. A system that emphasizes punishment proportional to the harm caused
- D. A system that avoids punishment and focuses on forgiveness

32. The idea that offenders should get what they deserve and punishment must match the severity of the crime refers to which principle?

- A. Equality
- B. Just Deserts
- C. Moral Responsibility
- D. Proportionality

33. Daniel stole ₱10,000 is sentenced to pay a fine or serve a prison term proportional to the amount stolen. This situation shows which principle of retributive justice?

- A. Non-consequentialism
- B. Equality
- C. Proportionality**
- D. Rehabilitation

34. Two individuals commit the same offense but come from different social backgrounds. According to Retributive Justice, how should they be treated?

- A. The wealthier one should receive a lighter punishment.
- B. Both should receive equal punishment for the same offense.**
- C. The poorer one should be forgiven.
- D. Their punishment should depend on their future behavior.

35. What is the main focus of Restorative Justice?

- A. Punishing offenders according to the severity of their crime
- B. Repairing the harm caused by criminal behavior**
- C. Ignoring the offender's actions to maintain peace
- D. Removing offenders from the community permanently

36. A young offender vandalizes public property. Instead of going to jail, they meet with community members and help repair the damage. This situation best represents:

- A. Retributive Justice
- B. Restorative Justice**
- C. Procedural Justice
- D. Social Justice

37. What is Republic Act No. 9285 also known as?

- A. The Judicial Dispute Settlement Act of 2004
- B. The Alternative Dispute Resolution Act of 2004**
- C. The Arbitration and Mediation Act
- D. The Court Mediation Policy Act

38. Who is the person appointed to render an award in arbitration?

- A. Mediator
- B. Arbitrator**
- C. Evaluator
- D. Counselor

39. Which statement best describes the goal of ADR under R.A. 9285?

- A. To replace the judicial system entirely
- B. To resolve disputes outside traditional courts through neutral third-party facilitation
- C. To make arbitration mandatory in all disputes**
- D. To delay the court process for minor cases

40. The Office for Alternative Dispute Resolution (OADR) is an agency attached to which government department?

- A. Department of Trade and Industry
- B. Department of Justice**
- C. Department of the Interior and Local Government
- D. Office of the President

41. Who appoints the Executive Director of the OADR?

- A. The Secretary of Justice
- B. The Chief Justice
- C. The President of the Philippines**
- D. The Senate President

42. Function Identification

Which of the following is NOT one of the powers of the OADR?

- A. To act as appointing authority of mediators and arbitrators
- B. To conduct ADR seminars and training
- C. To prosecute individuals who refuse mediation
- D. To establish an ADR library or resource center

43. Which division is responsible for creating and maintaining a repository of ADR laws, rules, and references?

- A. Public Information and Promotion Division
- B. Records and Library Division
- C. Training Division
- D. Secretariat

44. Is a mediator required to have special qualifications by profession or background?

- A. Yes, always
- B. No, unless required by the parties or mediation agreement
- C. Yes, if approved by the DOJ
- D. No, only if the court assigns one

45. Can a party waive their right to participate in mediation?

- A. No, it is mandatory
- B. Yes, and it must be made in writing
- C. Yes, but only verbally
- D. No, only the lawyer can waive it

46. A mediator may refuse, withdraw, or be compelled to withdraw under certain circumstances. This ensures:

- A. Impartiality and fairness in mediation
- B. Faster court proceedings
- C. More government involvement
- D. Complete party control

47. Which of the following best describes the term "crisis"?

- A. A situation of celebration and success
- B. A time of intense difficulty, trouble, or danger and It is a situation or event that is often unexpected and poses a significant threat to individuals
- C. A period of relaxation and comfort
- D. Unforeseen combination of circumstance or the resulting state that calls for immediate action.

48. It is the process of planning, preparing for, and responding to unexpected events that may threaten an organization, community, or nation.

- A. Disaster Preparedness
- B. Risk Assessment
- C. Crisis Management
- D. Emergency Response

49. The term "Crisis" is derived from the Greek word "Krisis," which means:

- A. To separate; a turning point or decision in a process of events
- B. To predict; an act of preparation before an event
- C. To unite; a process of coming together in harmony
- D. To avoid; an act of preventing problems before they occur

50. In Crisis Management, which phase is focused on predicting or preventing the probability of a crisis while preparing to handle them when they occur?

- A. Reactive Phase
- B. Proactive Phase
- C. Recovery Phase
- D. Response Phase

51. The 3Ps of the Proactive Phase in Crisis Management are:

- A. Predict, Prevent, Prepare
- B. Protect, Prevent, Provide

C. Plan, Perform, Protect

D. Predict, Perform, Prevent

52. This principle under the Proactive Phase involves monitoring and analyzing potential threats to identify and assess risks. It also involves foretelling the likelihood.

A. Prepare

B. Prevent

C. Predict

D. Protect

53. This principle under the Proactive Phase involves taking proactive measures to reduce the likelihood or severity of crises, such as building infrastructures or early warning systems.

A. Prepare

B. Prevent

C. Predict

D. Protect

54. This principle under the Proactive Phase involves planning and rehearsing response protocols and ensuring resources are available for different scenarios.

A. Predict

B. Prevent

C. Prepare

D. Provide

55. The Reactive Phase covers the last two of the 5Ps of Crisis Management. Which of the following shows them correctly?

A. Predict & Prevent

B. Perform & Post-Action/Assessment

C. Prevent & Prepare

D. Protect & Provide

56. Which principle of the Reactive Phase involves reviewing, evaluating the crisis response, identifying areas for improvement, and implementing recovery measures?

A. Prevent

B. Prepare

C. Perform

D. Post-Action and Assessment

57. This step in the Reactive Phase involves the actual implementation of plans or contingency measures during a crisis.

A. Prepare

B. Perform

C. Post-Action and Assessment

D. Predict

58.. This phase of Crisis Management focuses on taking action during a crisis and reviewing responses afterward.

A. Proactive Phase

B. Reactive Phase

C. Recovery Phase

D. Preparedness Phase

59. Under the Reactive Phase, which of the following involves taking swift and coordinated action during a crisis to minimize damage, loss of life, and disruption?

A. Prepare

B. Predict

C. Perform

D. Prevent

60.. What does the term "crisis" refer to?

A. A period of disorganization during which people attempt to solve problems

B. A stable condition in political, social, or economic situations

C. A state of complete harmony and balance

D. A period of rest and relaxation

61. What is the main goal of crisis management?

A. To create chaos and confusion

B. To prevent the occurrence of a crisis

C. To effectively deal with progressive events and sudden emergencies

D. To escalate a crisis situation

62. Which of the following is part of the Proactive Phase of crisis management?

- A. Prediction
- B. Reaction
- C. Performance
- D. Post Conflict

63. Which of the following best defines a crisis?

- A. A situation that only causes minor inconvenience to an individual.
- B. Any event that is going (or is expected) to lead to an unstable and dangerous situation affecting an individual, group, community, or whole society.
- C. A planned activity that strengthens the stability of a community.
- D. A temporary event with no lasting effect on people or society.

64. Hostage taking, kidnapping, bombing, and public demonstrations are examples of what type of crisis situation?

- A. Natural crisis
- B. Human-induced crisis
- C. Technological crisis
- D. Environmental crisis

65. Who is responsible for ensuring effective communication between the On-site Command Post (OSCP) and other units or sub-units?

- A. Intelligence Team
- B. Communication Team
- C. Logistic Team
- D. Medical Team

66. Which OADR division is responsible for promoting the importance and public acceptance of ADR?

- A. Secretariat
- B. Mediation and Conciliation Division
- C. Public Information and Promotion Division
- D. Administrative Division

67. A group of armed men stormed a bus terminal and held passengers hostage. This incident is best classified as a:

- A. Natural Crisis
- B. Man-Made Crisis
- C. Individual Crisis
- D. Environmental Crisis

68. A powerful typhoon struck a coastal community, causing massive flooding and destruction of homes. What type of crisis is this?

- A. Man-Made Crisis
- B. Individual Crisis
- C. Natural Crisis
- D. Political Crisis

P3 TOPICS

1. You are part of the disaster risk reduction team in your community. A recent study shows that your town is near an active fault line. What should be your FIRST step in preparing for a possible crisis?

- A. Build new buildings immediately
- B. Focus only on fire prevention drills.
- C. Wait for an earthquake before making plans.
- D. Conduct a risk assessment to understand the potential threats and vulnerabilities

2. A hospital administrator wants to ensure patient safety in case of a power outage. Which action BEST reflects proper preparation?

- A. Install backup generators and create procedures for transferring patients during blackouts.
- B. Tell staff not to worry since power outages are rare.
- C. Wait for the government to provide a solution.
- D. Only focus on what is happening to save up.

3. A small business is worried about economic crises.

Which of the following actions demonstrates resilience-building?

A. Strengthening the ability of some individuals.

B. Training all staffs to handle financial and operational disruptions.

C. Avoiding staff training to save money to provide on business.

D. Waiting until the crisis happens before acting.

4. A university conducts a fire drill, but many students did not follow the evacuation plan correctly. What should the safety committee do next?

A. Cancel all future drills to avoid disruption.

B. Update the contingency plan, conduct more drills, and train students on evacuation procedures.

C. Assume that students will learn on their own during a real fire.

D. Wait for an actual fire to test the plan.

5. A coastal town is prone to typhoons. To prevent casualties, the local government wants to strengthen disaster readiness. Which of the following is the BEST preventive measure?

A. Installing an early warning system that alerts residents of approaching typhoons.

B. Waiting until the typhoon hits before informing the public

C. Relying only on social media rumors for updates.

D. Ignoring typhoon warnings since storms are "normal."

6. Which stage of crisis readiness deals with recognizing weaknesses and possible dangers, such as unsafe or aging buildings, that could trigger a crisis?

A. Identifying potential threats

B. Developing contingency plans

C. Testing and updating plans

D. Building resilience

7. What preventive approach aims to inform the public about possible hazards and provide training on how to act properly during emergencies?

A. Public awareness and education

B. Addressing root causes

C. Early warning systems

D. Resource allocation

8. Which prevention method emphasizes tackling the underlying issues that may cause crises, such as determining the actual reasons behind flooding?

A. Early warning systems

B. Addressing root causes

C. Building resilience

D. Crisis communication

9. What is the first step in preparing for crises and incidents?

A. Building resilience

B. Developing contingency plans

C. Identifying potential threats

D. Testing and updating plans

10. Which council is primarily responsible for handling human-induced (man-made) critical incidents?

A. NDRRMC

B. NPOC

C. Department of Social Welfare and Development (DSWD)

D. Bureau of Fire Protection (BFP)

11. Natural calamities and disasters such as typhoons and earthquakes fall under the responsibility of which council?

A. Department of Health (DOH)

B. NPOC

C. NDRRMC

D. Philippine National Police (PNP)

12. A bomb threat is reported inside a government building. Which council takes the lead in handling this critical incident?

A. NDRRMC

B. NPOC

C. DOH

D. DILG

13. What does NDRRMC stand for?

A. National and Local Disaster Risk Reduction and Management Council

B. National Disaster Risk Reduction and Management Council

C. National Disaster and Risk Reduction Management Council

D. National and Local Disaster Risk and Reduction Management Council

14. In crisis situations, which institution must play an active role by organizing its own Critical Incident Management Committee (CIMC) to support the NPOC and NDRRMC?

A. Local Government Units (LGUs)

B. NDRRMC and NPOC

C. Philippine National Police (PNP)

D. NPOC only

15. Who serves as the Chairman of the NPOC, tasked to contribute to National Security Council strategies, coordinate and monitor peace efforts, and act as a forum for deliberation on peace and order concerns?

A. The Secretary of the Philippine National Police (PNP)

B. The Secretary of the Department of the Interior and Local Government (DILG)

C. The Secretary of NDRRMC

D. The Secretary of NPOC

16. What is the primary role of the PNP during natural calamities and disasters?

A. For Safety officer only

B. Act as first responders providing security, search, rescue, and retrieval support

C. Lead the Disaster Risk Reduction and Management Council (DRRMC)

D. Conduct evacuation and relief distribution independently

17. A terrorist group planted an explosive device in a crowded city plaza. Luckily, the police discovered it before detonation. Which type of critical incident does this situation fall under?

A. Natural calamity and disaster

B. Human-induced incident

C. Environmental hazard

D. Public health emergency only

18. A major public disturbance broke out during a political rally, leading to violent clashes. The situation is still manageable by ordinary police response. Who should take control?

- A. Crisis Management Committee (CMC)
- B. Armed Forces of the Philippines (AFP)
- C. Philippine National Police (PNP)**
- D. Department of Interior and Local Government (DILG)

19. After a terrorist bombing in a public market, several casualties were recovered. Which agency should take the lead in identifying the remains of the victims?

- A. National Bureau of Investigation (NBI)
- B. Bureau of Fire Protection (BFP)
- C. PNP Crime Laboratory (PNP CL)**
- D. All of the above will respond

20. Who takes the lead in identifying the remains of victims during and after a natural calamity?

- A. BFP
- B. NBI**
- C. PNP CL
- D. All of the above will respond

21. Which of the following is part of risk reduction measures in the Pre-Disaster Stage?

- A. Risk mapping of disaster-prone areas
- B. Conducting capability audit
- C. Awareness campaign through TRIMP
- D. All of the above**

22. Which of the following is an example of community mobilization activity in the Pre-Disaster Stage?

- A. Risk mapping**
- B. Sewage clean-up and de-clogging of waterways
- C. Task group meeting
- D. Capability audit

23. Awareness campaigns in the Pre-Disaster Stage are often conducted through:

- A. TRIMP**
- B. Capability audit
- C. Rescue operations
- D. Evacuation centers

24. A terrorist attack disrupting public safety is classified as what type of incident?

- a) Natural disaster
- b) Technological accident
- c) Human-induced event**
- d) Normal operation

25. Risk assessments and mapping are done to identify potential hazards, vulnerable areas, and populations.

- a) True**
- b) False
- c) Maybe
- d) A and B

26. Early warning systems are only used after a disaster has occurred.

- a) True
- b) False**
- c) Maybe
- d) False, but sometimes true

27. Which national body coordinates overall disaster response and mobilizes resources?

- a) LDRRMC
- b) NDRRMC**
- c) First Responders
- d) Crisis Management Committee and PNP

28. Who leads the disaster response at the local level and implements evacuation plans?

- a) NDRRMC
- b) LDRRMCs**
- c) First Responders
- d) Community Volunteers

29. An event that is sudden, urgent, and poses an immediate threat to life or property is called:

- a) Crisis
- b) Emergency**
- c) Disaster
- d) Hazard

30. One key difference between an emergency and a crisis is:

- a) Emergencies focus on long-term problem solving; Crises focus on immediate danger
- b) Emergencies are sudden and urgent; Crises may require significant decision-making**
- c) Crises are always natural events; Emergencies are always human-induced
- d) Emergencies never require resources; Crises always have unlimited resources

31. Which of the following BEST differentiates a crisis from an emergency?

- a) Crisis requires immediate action; Emergency can be planned for
- b) Emergency requires immediate action; Crisis may or may not have an immediate threat
- c) Crisis is always short-term; Emergency has long-term impacts**
- d) Emergency never poses a threat; Crisis always does

32. What is the primary goal of crisis management?

- A) To eliminate all risks
- B) To restore normal operations as quickly as possible**
- C) To maximize profits during a crisis
- D) To avoid all crises

33. What is the primary focus of crisis management?

- a) Eliminating all potential risks**
- b) Containing the crisis, mitigating its impact, and restoring normal operations
- c) Increasing profits during a crisis
- d) Avoiding communication with stakeholders

34. Disaster management refers to the planning, coordination, and implementation of measures to:

- a) Prevent all natural disasters from occurring**
- b) Prepare for, respond to, and recover from natural or man-made disasters
- c) Increase profits during disasters
- d) Monitor daily office routines

35. Disaster response primarily focuses on:

- a) Long-term economic planning such as saving lives and ensuring public safety
- b) Immediate and short-term needs such as saving lives and ensuring public safety**
- c) Political campaigns
- d) Environmental regulations only

36. Complex emergencies are characterized by:

- a) Minor inconveniences with no lasting impact
- b) Epidemics, civil unrest, or situations requiring multi-agency response**
- c) Daily operational issues in an organization
- d) Scheduled community programs

37. Human-made disasters include events such as:

- a) Floods and hurricanes
- b) Epidemics and pandemics
- c) Industrial accidents and terrorism
- d) Tornadoes and volcanic eruptions

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