

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY SCHOOL OF BUSINESS AND ECONOMICS BACHELOR OF BUSINESS ADMINISTRATION PROGRAMME (WITH IT)

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COURSE CODE: BAB 1424

COURSE TITLE: (CONFLICT MANAGEMENT)

EXAM VENUE

STREAM:

DATE: EXAM SESSION:

TIME: 2.00 HOURS

Instructions:

- 1. Answer any three questions (question one is compulsory)
- 2. Candidates are advised not to write on the question paper
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room

Questions

- 1. (a) Conflicts in organization are necessary evils. Discuss this assertion using relevant examples. (10mks)
 - (b) Explain the Negative consequences of inter group conflicts. (5mks)
- 2. (a) Conflicts can be dysfunctional at work places. Discuss how the management can stimulate healthy conflicts. (10mks)
 - (b) Identify and explain receiver related barriers to communication. (5mks)
- (a) Discuss the various signs that would inform conflict stimulation in organizations.
 (10mks)
 - (b) Explain the relationship between motivation and conflicts. (5mks)
- 4. (a) The harmony and unity of purpose in an organization during its early years declines and it is overtaken slowly by conflicts. Explain this contention. (10mks).
 - (b) Explain how positive intergroup conflicts in the organization is healthy. (5mks)
- 5. (a) Dysfunctional communication in organizations is a recipe to conflicts. Discuss barriers to communication that inform conflicts. (10mks)
 - (b) Explain conflict resolution strategies in organizations. (5mks)
- 6. (a) Discuss the key function of communications clearly explaining how the functions
 Would alleviate conflicts in organizations. (10mks)
 - (b) Identify and explain contextual barriers to communication in organizations. (5mks).