



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS**  
**ADMINISTRATION WITH IT**  
**4<sup>TH</sup> YEAR 2<sup>ND</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**KISII CAMPUS**

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**COURSE CODE: ABA 425**

**COURSE TITLE: CONFLICT MANAGEMENT**

**EXAM VENUE:**

**STREAM: (BBA )**

**DATE: APRIL, 2017**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

**INSTRUCTIONS: ANSWER QUESTIONS ONE AND ANY OTHER TWO QUESTIONS.**

**QUESTION ONE**

**(30 marks)**

a) When group conflict levels are too high, managers can select from five conflict Management options, avoidance, accommodation, forcing compromise and collaboration.

Explain these options. ( 10 marks)

b) Differentiate among the traditional conflict views of conflict (10mks)

c) Outline the conflict process (10mks)

**QUESTION TWO****(20marks)**

“There has been conflict over the role of conflict in groups and organizations. Conflicts indicate a malfunctioning within the group.” In view of this statement discuss the factors that may create organizational conflicts and how these conflicts can be resolved (20mks)

**QUESTION THREE****(20marks)**

Borisoff and Victor identified five steps in the conflict management process that they call the “five A’S’ of conflict management. Explain these five A’S’ (20mks)

**QUESTION FOUR****(20marks)**

a) Discuss the managerial skills derived from the field of quantum physics which provide alternative for managing people and conflict (20mks) .

**QUESTION FIVE****(20marks).**

Discuss the following potential sources of stress in organizational set up.

- a) Environmental factors (10mks)
- b) Personal factors (10mks)