



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND
TECHNOLOGY**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT**

4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

KISII CAMPUS

COURSE CODE: ABA 425

COURSE TITLE: CONFLICT MANAGEMENT

EXAM VENUE:

STREAM: (BBA)

DATE: APRIL, 2017

EXAM SESSION:

TIME: 2 HOURS

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)