



JARAMOGI OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION
FOR DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
4th YEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR
KISUMU LEARNING CENTRE

COURSE CODE: ABA 425

COURSE TITLE: CONFLICT MANAGEMENT

EXAM VENUE: STREAM

DATE: EXAM SESSION:

TIME: 2.00 HOURS

Instructions:

- 1. Answer question 1 (compulsory) and ANY other 2 questions.**
- 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.**

QUESTION ONE

- (a) What is meant by conflict management? (5 marks)
- (b) Explain how conflicts arise? (10 marks)
- (c) Using appropriate examples, discuss conditions that create conflict situations in the work environment. (15 marks)

QUESTION TWO

- (a) Explain four (4) types of conflicts. (8 marks)
- (b) Conflict is a dynamic process. Discuss using relevant examples. (12 marks)

QUESTION THREE

- (a) Describe three elements of conflict in organizations. (9 marks)
- (b) Using appropriate examples, discuss the major causes of conflict in the work Environment. (11 marks)

QUESTION FOUR

- (a) Outline at least four (4) sources of conflict. (4 marks)
- (b) Explain four (4) positive effects of conflicts and four (4) negative effects of conflicts in Organizations. (16 marks)

QUESTION FIVE

- (a) What three (3) critical steps that can be taken to manage conflict? (6 marks)
- (b) Discuss the following theories in relation to conflict management:
 - (i) Traditional theory
 - (ii) Contemporary theory (14 marks)