



JARAMOGI OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF
BUSINESS**

ADMINISTRATION WITH IT

3RD YEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR

NAMBALE LEARNING CENTRE

COURSE CODE: ABA 425

COURSE TITLE: CONFLICT MANAGEMENT

EXAM VENUE: NAMBALE

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) Discuss three main causes of conflict at work (9 marks)
- b) Describe accommodation as a style of managing conflict (10 marks)
- c) Mention six sources of stress at work place (6 marks)
- d) Give five rules of perception and communication (5 marks)

QUESTION TWO

- a) Discuss Maslow's theory of needs and show how each can be applied in an organization (10 marks)
- b) Explain five contractual areas relating to job satisfaction (10 marks)

QUESTION THREE

- a) Explain management as a factor influencing group effectiveness (10 marks)
- b) Discuss the benefits of effective work group. (10 marks)

QUESTION FOUR

- a) Discuss the following non-verbal signs of communication and how they can affect an organization positively or negatively:
 - i) Gestures
 - ii) Touch
 - iii) Clothes
 - iv) Head movements
 - v) Gaze
- b) Explain five negative effects of conflict (10 marks)

QUESTION FIVE

- a) What is grapevine (gossip) (2 marks)
- b) Discuss features of grapevine communication (10 marks)
- c) Describe four disadvantages of grapevine communication (8 marks)