



**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**

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**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)
3. (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).

