



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF HEALTH SCIENCES**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE  
PUBLIC HEALTH/ COMMUNITY HEALTH AND DEVELOPMENT**

**1<sup>st</sup> YEAR 1<sup>st</sup> SEMESTER 2018/2019 ACADEMIC YEAR**

**KISII CAMPUS**

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**COURSE CODE: ABA 425**

**COURSE TITLE: CONFLICT MANAGEMENT**

**EXAM VENUE: STREAM: (BSc. P. Health / Comm Hlth & Dev)**

**DATE: xxxxxx EXAM SESSION:**

**TIME: 2.00 HOURS**

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**Instructions:**

- 1. Answer all questions in section A and any other 2 questions in Section B.**
- 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**

## Q 1

- a. Discuss six ways that justify stakeholder's participation in conflict resolution and management.

(12marks)

- b. Explain six goals of conflict management and consensus building. (4marks)
- c. What parameters would you use to resolve conflicts given an opportunity (4 marks)
- d. By use of relevant examples, explain how conflicts arise between organizations (10 marks)

## 2.

- a. Discuss using examples how motivation can be a source of a conflict in an organization (10 marks)

- b. Discuss five effects of workplace conflict. (10 marks).

3. a) Briefly explain five ways in which conflict can be regarded as positive or productive in an organization. (10Marks)

- b) How can a manager detect stress amongst workers and what are the measures that can be put to control the same (10 marks)

4. a) Discuss five negotiation skills in conflict management. (10 Marks)

- b) Mrs. Oranga has been appointed as a manager of a new and upcoming organization. She is experiencing problems with the working environment. Workers are always complaining of this and that. Advise Mrs. Oranga on how to go about this situation (10 marks)

5. a) Interface management is a systematic methodology enlisted when working with multiple groups. Give your understanding on this as far as conflict management is concerned

(10 marks)

- b) Describe the characteristics of functional and dysfunctional conflict (10 marks)