



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

**UNIVERSITY EXAMINATIONS FOR BACHELOR DEGREE IN
BUSINESS ADMINISTRATION**

END OF SEMESTER EXAMINATION FOR 2016 ACADEMIC YEAR

4THYEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

KENDU BAY LEARNING CENTRE

COURSE CODE: ABA 425

COURSE TITLE: CONFLICT MANAGEMENT

INSTRUCTIONS:

- 1. Answer question ONE and any other two**
- 2 . Candidate are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklet to the invigilator before leaving the exam room**

QUESTION ONE

- i. What do you understand by the following?
 - a) Conflict management (2 Marks)
 - b) Conflict resolution (2 Marks)
 - c) Conflict prevention (2 Marks)
 - d) Individual level conflicts (2 Marks)
 - e) Inter group level conflicts (2 Marks)
- ii. Mention some of the circumstances that conflicts occur (6 Marks)
- iii. Differentiate between functional and dysfunctional aspects of conflicts (4 Marks)
- iv. Mention the Conflict Resolution Skills you know (4 Marks)
- v. State the conflict prevention Skills (6 marks)

QUESTION TWO

- i. Discuss the two levels of conflict. (8 Marks)
- ii. Show how functional aspects of conflicts can benefit an organization and how dysfunctional aspects can harm the organization. (12 Marks)

QUESTION THREE

- i. Using relevant and appropriate examples, explain how each of the following types of conflicts help understand the phenomenon of conflict and subsequent implications in conflict management
 - a) Goal conflict (3 Marks)
 - b) Role conflict (3 Marks)
 - c) Inter personal conflicts (3 Marks)
 - d) Inter group conflicts (3 Marks)
- ii. Describe the factors that affect how people manage conflict (8 Marks)

QUESTION FOUR

- i. Explain the causes of conflicts under the following:-
 - a) Role conflicts. (5 Marks)
 - b) Interpersonal conflicts. (5 Marks)
 - c) Line/staff conflict. (5 Marks)
 - d) Inter group conflicts. (5 Marks)

QUESTION FIVE

- i. Using appropriate examples discuss some of the five structural methods that Organizations usually use to manage conflicts. (10 Marks)
- ii. Most confrontation occurs in the form of negotiation between parties. However a neutral person /a third party consultant can help the parties resolve their conflicts. Discuss some of the strategic functions of a third party consultant in helping parties resolve their conflicts (10 Marks)