



**MASENO UNIVERSITY**  
**UNIVERSITY EXAMINATIONS 2016/2017**

**FOURTH YEAR SECOND SEMESTER EXAMINATION FOR  
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION  
WITH INFORMATION TECHNOLOGY**

**CITY CAMPUS – EVENING**

**ABA 425: CONFLICT MANAGEMENT**

Date: 22<sup>nd</sup> November, 2016

Time: 5.30 - 8.30pm

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**INSTRUCTIONS:**

- Answer Question ONE and any other TWO.



### QUESTION ONE

- a) "Conflict has been defined using different terms though certain elements must exist for a conflict to occur". Describe elements of a conflict. (10 mks)
- b) Conflicts can be classified based on sources, direction of flow and level of analysis. Describe various conflict classifications in organizations. (10 mks)
- c) Explain the role of manager in dealing with gossips in organizations. (10 mks)

### QUESTION TWO

- a) Explain causes of conflicts within working groups in an organization. (10 mks)
- b) Describe methods that can be used to solve intergroup conflicts. (10 mks)

### QUESTION THREE

- a) Intra organizational conflict may be classified based on the level that it occurs. Explain levels of analysis of intra-organizational conflicts (10 mks)
- b) Describe sources of conflicts in organizations and how they can be mitigated. (10 mks)

### QUESTION FOUR

- a) "Conflict is not necessarily bad for an organization". Discuss (10 mks)
- b) Groups can use several strategies to gain power in a conflict situation. Describe any five of these strategies. (10 mks)

### QUESTION FIVE

- a) Using appropriate model, explain concepts and processes of conflicts in organizations. (10 mks)
- b) Describe strategies that an organization can use to manage conflicts. (10 mks)