



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

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

**HOMA-BAY CAMPUS**

**ABA 425: CONFLICT MANAGEMENT**

Date: 17<sup>th</sup> June, 2017

Time: 9.00 - 12.00 noon

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**INSTRUCTIONS:**

- Attempt question ONE and any other THREE questions.
- Question one has 25 marks while the rest have 15 marks each.

**QUESTION ONE**

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- a) Give the meaning of conflict (1 Mark)
- b) Explain the sources of Organizational conflict (10 Marks).
- c) Discuss reasons why interpersonal conflict would arise in organizations (8 Marks).
- d) Describe a combination of different factors that can cause occupational stress in the work place. (6 Marks).
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**QUESTION TWO**

- a) Explain reasons for conflict among work groups and its members (11 Marks).
- b) As a manager, discuss strategies you can apply to minimize and resolve conflicts among your work groups (4 Marks).

**QUESTION THREE**

While “conflict” often has a negative connotation, the effects of conflict within an organization can be positive and negative. Discuss (15 Marks).

**QUESTION FOUR**

As a HR consultant, advice a group of trainee managers on:-

- a) The methods they can apply to solve inter-group conflicts directly (6 Marks).
- b) Common causes of excessive workplace stress (4 Marks).
- c) Process of improving motivation within their organizations (5 Marks).
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**QUESTION FIVE.**

- a) Discuss the conflict handling intentions in organizations (5 Marks).
- b) Explain the major functional results of conflicts in organizations (10 Marks).

**QUESTION SIX.**

- a) Describe the key skills that employees need to master in order to raise their emotional intelligence and manage stress at work (5 Marks).
- b) KMPDU ended their Industrial action on Tuesday, the 14<sup>th</sup> Day of March 2017 using “compromising” as a conflict management technique. Explain why compromising was the best technique considering the prevailing circumstances then (5 Marks).
- c) With a well labeled diagram, discuss a model of organizational conflict (5 Marks).