

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 458: MANAGING CONFLICT AT WORK PLACE

STREAMS:

TIME: 2 HOURS

DAY/DATE: MONDAY 23/07/2018

8.30 A.M - 10.30 AM

INSTRUCTIONS:

- Question ONE is COMPULSORY
- Answer any other TWO Questions
- Do not write anything on the Question paper.

QUESTION ONE.

- (a) Describe the process of managing organizational conflict. [10 Marks]
- (b) Describe the characteristics of conflict which may be observed in the workplace. [10 Marks]
- (c) Discuss the functional and dysfunctional outcomes of conflict in organization. [10 Marks]

QUESTION TWO.

- (a) Discuss the eight main symptoms of groupthink that reduce intra group conflict. [8 Marks]
- (b) Describe the six sources of conflicts in an organization. [12 Marks]

QUESTION THREE.

Conflict management is the employment of strategies to correct these perceived differences in a positive manner. There are several styles of conflict management that can be used by a HR manager to resolve conflicts in an organization.

Describe the five styles of conflict management that can be used by a human resource manager and state their advantages. [20 Marks]

QUESTION FOUR.

- (a) Effective conflict management involved problem solving and learning. Discuss the stages of problem solving process. [10 Marks]

- (b) Describe the advantages and disadvantages of informal groups in an organization. [10 Marks]

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