

CHUKA



UNIVERSITY

## UNIVERSITY EXAMINATIONS

### EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COOPERATIVE MANAGEMENT

#### BCOM 458: MANAGING CONFLICT AT WORK PLACE

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

2.30 P.M – 4.30 P.M

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#### INSTRUCTION:

- Answer question one is compulsory
- Answer any other two questions

1. (a) Discuss the functional and dysfunctional outcomes of conflict in organizations. [10marks]  
(b) Discuss the stages of moral development of individuals in an organizations. [10marks]  
(c) Interpersonal conflict can be handled with various styles of behavior. State and describe the styles of handling interpersonal conflict [10marks]
2. (a) Discuss the main symptoms of group think that reduce intra group conflict: [8marks]  
(b) Role analysis is an intervention designed to improve overall organizational effectiveness by intervening at individual, group and intergroup levels. Discuss the formal steps of role analysis technique. [12marks]
3. (a) An ego state refers to “coherent systems of thought and feeling manifested by corresponding patterns of behavior”. Describe the three ego states. [10marks]  
(b) Describe the three philosophies of organizational conflict as presented by Robbins. (1974) [10marks]
4. (a) Identify and explain the four models or approaches to organizational effectiveness. [10marks]

(b) Describe the process of managing organizational conflict.

[10marks]

