



TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
SOCIAL SCIENCES

UNIVERSITY EXAMINATION FOR:
BACHELOR OF ARTS IN DEVELOPMENT STUDIES (BADS AUG21Y4S1)
UNIT CODE: HDS 4403: UNIT TITLE: CONFLICT MANAGEMENT AND RESOLUTION
SERIES: DEC 2024
TIME: 2 HOURS

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of FIVE questions. Answer question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question one

- a) Explain the following terms and concepts of conflict management and resolutions:
- i) Conflict transformation. (5 marks)
 - ii) The open door policy. (5 marks)
- b) Explain ANY Three types of organisational conflict. (5 marks)
- c) State any FIVE Importance of Conflict Resolution. (5 marks)
- d) Describe briefly conflict resolution process in the work place. (5 marks)
- e) Highlight FIVE situations when accommodating is useful and effective. (5 marks)

Question TWO

- a) Assume you are the CEO of organization ABC identify FIVE conflict-handling modes that you would apply solve conflict in the work place. (10 marks)
- b) Explain clearly factors affecting conflict styles in an organization. (10 marks)

Question THREE

- a) Discuss Any FOUR signs of underuse of accommodating techniques. (10 marks)
- (b) Discuss the kind of Actions a manager should take to minimize conflicts between the management and employees. (10 marks)

Question FOUR

- a) Using practical example, discuss how a leader can mediate conflict in the workplace. (10 marks)
- b) Identify steps to take in employee mediation. (10 marks)

Question FIVE

Discuss the Implication of Labor Conflicts to Productivity and Survival of Organization. (20 marks)