



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**SPECIAL/SUPPLEMENTARY EXAMINATIONS**  
**FOURTH YEAR EXAMINATION FOR THE AWARD OF THE DEGREE**  
**BACHELOR OF PUBLIC ADMINISTRATION AND POLITICAL SCIENCE**  
**FIRST SEMESTER, 2021/2022**  
**(OCTOBER, 2022)**

**BPPS 411: CONFLICT RESOLUTION AND MANAGEMENT**

**STREAM: Y4 S1**

**TIME: 2 HOURS**

**DAY: THURSDAY, 9:00 – 11:00 A.M.**

**DATE: 06/10/2022**

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**INSTRUCTIONS:**

- 1. Do not write anything on this question paper.**
- 2. Answer Question ONE and any other THREE Questions.**

**1a.** Define the term

- i. Conflict (3 marks)
- ii. Conflict resolution (2 marks)

**1b.** Distinguish between intrapersonal and interpersonal conflicts and show how these two exhibit themselves. (10 marks)

**1c.** Discuss the common causes of conflict in the workplaces. (10 marks)

**2a.** Highlight the 5 levels of conflict that occur in an organization. (10 marks)

**2b.** Briefly explain the Fisher And Ury's approach To Conflict. (5 marks)

**3.** Conflict in an organization is both favourable and unfavourable. Discuss (12 marks)

**4a.** Briefly explain the conflict resolution process. (8 marks)

**4b.** Discuss any 3 types of conflict that occur in an organization. (7 marks)

**5a.** Discuss in details 5 skills that are crucial in the conflict resolution process. (7 marks)

**5b.** Discuss the role of communication in conflict management. (8 marks)