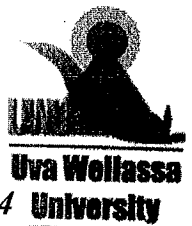


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Uva Wellassa University

Faculty of Management



Degree of Bachelor of Business Management in Entrepreneurship and Management

Uva Wellassa University

THIRD YEAR SECOND SEMESTER EXAMINATION – AUGUST/SEPTEMBER 2014

EMG 373-2 Conflict Management

Instructions to candidates:

- No. of pages : Two (02)
- No. of questions : Six (06) Essays
- Time : Two (02) Hours
- Marks allocated : 100 Marks

Index No:

Answer only four (04) questions including question number 01.

01.

- i) Explain the different views of Conflict. (10 Marks)
- ii) Differentiate the Functional Conflict from Dysfunctional Conflict. What are the outcomes of each type of above conflict? (10 Marks)
- iii) Explain the sources of conflicts in an organization with relevant examples. (10 Marks)
- iv) Explain the Conflict Handling Styles with their sub dimensions. (10 Marks)

(Total Marks 40)

02.

- i) Discuss the common features of conflict. (10 Marks)
- ii) Explain the different types of conflicts with relevant examples. (10 Marks)

(Total Marks 20)

03. Write short notes on following topics.

- i) Self-serving bias
- ii) Fundamental attribution error
- iii) Intra-sender conflict
- iv) Inter-role conflict

(Total Marks 20)

04.

- i) Differentiate distributive bargaining from integrative bargaining. (10 Marks)
- ii) Briefly explain the process of mediation. (10 Marks)

(Total Marks 20)

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05.

- i) Differentiate conventional bargaining from final offer arbitration. (05 Marks)
- ii) Explain the procedures for appointing and terminating the arbitrators (05 Marks)
- iii) Discuss the advantages of Arbitration. (10 Marks)

(Total Marks 20)

06. "Power is the architecture of a conflict".

You are required to;

- i) Discuss the role of power in a conflict. (10 Marks)
- ii) Briefly explain the Verbal Aggression Theory. (10 Marks)

(Total Marks 20)