

Conflict Management
3rd Year 2nd Semester - 2015

Part - B Essay Questions - 2015

Answer only three (03) questions including question number 01.

Marks Allocated: 70

01. "Conflict is an interactive process manifested in incompatibility, disagreements or dissonance between or within the social entities".

i) Explain the common characteristics of a conflict. (05 Marks)

ii) Differentiate the functional outcomes from the dysfunctional outcomes of the conflict. (10 Marks)

iii) Discuss the different sources and levels of conflict with appropriate examples. (15 Marks)

(Total Marks 30)

02. "Role Conflict occurs when a role occupant is required to perform two or more roles that present incongruent, contradictory, or even mutually exclusive activities".

i) Discuss the positive outcomes of role conflict to the organization. (10 Marks)

ii) Explain the different types of role conflicts with relevant examples. (10 Marks)

(Total Marks 20)

03.

i) Explain the provision for termination of arbitrator. (10 Marks)

ii) Discuss the mediation related initiatives in Sri Lanka. (10 Marks)

(Total Marks 20)

04.

i) Explain the four (04) models of power that can be used in a conflict. (10 Marks)

ii) Discuss how attribution of individuals influences an organizational conflict. (10 Marks)

(Total Marks 20)

