



**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES
AND EDUCATION
INSTITUTE OF THEOLOGY AND RELIGIOUS STUDIES**

**NTCS512 CONFLICT MANAGEMENT
END OF FIRST SEMESTER EXAMINATIONS
NOVEMBER 2021
LECTURER: REV. DR. P. NYAKUWA
DURATION: 5 HOURS**

INSTRUCTIONS

1. Do not write your name on the answer sheet.
2. Answer **ONE** question.
3. Credit is given for neat, well explained and illustrated concepts.

1. Several factors contribute to organizational conflict.
 - a) Examine the extent to which **ANY FOUR** of the following factors may be causes of organizational conflict:
 - (i) Managerial expectations
 - (ii) Communication breakdown
 - (iii) Corruption
 - (iv) Marginalization or segregation
 - (v) Limited resources. **[40]**
 - b) With reference to the factors identified under a) above, discuss the recommendations that you will give to the leader of a secular modern organization who asks for recommendations on strategies to promote functional conflict management within the organization. **[60]**
2. The concept of ‘interests’ is important in negotiations.
 - a) Analyze how the concept of ‘interests’ is utilized in the negotiation process. **[40]**
 - b) With the aid of a concrete example, apply the concept of ‘interests’ in a specific negotiation process of your choice, highlighting clearly the benefits of using interests to reach an integrative solution to a conflict. **[60]**
3. “Violence is a situation in which the qualitative and quantitative life expectancy of an individual is intentionally reduced.” (Reychler, 2000, p.49).
 - a) With the aid of relevant examples, discuss the four main ways in which violence can be perpetrated. **[40]**
 - b) Use relevant examples to demonstrate how the scarcity and the abundance of resources leads to protracted violence in traditional African Societies. **[60]**

END OF PAPER