



**PAN AFRICA CHRISTIAN UNIVERSITY**

**SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY  
END OF TRIMESTER EXAMINATION FOR DIPLOMA IN  
LEADERSHIP AND MANAGEMENT  
APRIL 2024 EXAMINATIONS  
COURSE CODE: DLM 202**

**COURSE TITLE: STRESS AND CONFLICT MANAGEMENT  
EXAM DATE. ....APRIL 2025**

**TIME: ..... (ONLINE)**

**INSTRUCTIONS**

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section **A** and **TWO** questions in Section **B**.

Total Marks 40

**SECTION A: ANSWER ALL QUESTION FROM THIS SECTION**

1. a) Define the following terms as used in Stress and conflict Management: -
  - (i) Stress (2 marks)
  - (ii) Conflict (2 marks)
  - (iii) Stressors (2 marks)
  
- (b) Briefly name and explain two reasons why stress cannot be avoided (4 marks)
  
2. (a) State and explain two indicators of conflict in an organization (4 marks)  
(b) Name and explain one benefit of stress (2 marks)  
(c) Using examples, explain the difference between inter and intra conflict (4 marks)

**SECTION B: ANSWER TWO QUESTION FROM THIS SECTION**

3. Explain Conservation of Resources Theory of Stress Management (10 marks)
  
4. Using examples, explain the meaning of the following classes of conflicts: -
  - (a) Process conflict (5 marks)
  - (b) Behavioral conflict (5 marks)
  
5. (a) Explain the meaning of the following causes of conflict: -
  - (i) Scarce resources (2 marks)
  - (ii) Environment (2 marks)  
(b) Identify and explain three differences between functional and dysfunctional conflicts (6 marks)
  
6. List and explain five causes of conflict in organizations (10 marks)
  
7. A contemporary leader should bear in mind that stress cannot be avoided among employees in organizations. Name and explain five ways you can use to manage stress among employees (10 marks)

END