



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

INSTITUTION BASED PROGRAMME

DECEMBER SESSION EXAMINATION FOR POSTGRADUATE DIPLOMA IN SPORTS

MANAGEMENT AND ADMINISTRATION

KSM 060: MANAGING CONFLICTS IN SPORTS ORGANIZATIONS

DATE: Wednesday 2nd May, 2012

TIME: 8.00 a.m. – 10.00 a.m.

INSTRUCTIONS

Answer question ONE and any other TWO.

1. a) “The way an organization is structured and roles assigned may be a potential source of differences amongst staff”. Expound. [12 marks]
 b) Rationalize the need for resolving conflicts in sports organizations. [18 marks]
2. a) As a sports manager, explain the strategies you would use to cope with conflict in your organization. [10 marks]
 b) Explain ways by which you can foster a supportive environment for resolving a conflict between two parties. [10 marks]
3. “The editions of the Olympic Games held in the years between 1964 and 2004 were not devoid of conflicts and wrangles”. Elaborate and explain ways by each incident was resolved. [20 marks]
4. a) Explain arbitration as a method for conflict resolution. [6 marks]
 b) Describe the organization and role of the Court of Arbitration for Sport. [14 marks]
5. a) “Behavioral scientists espouse five approaches to conflict resolution”. Expound. [10marks]
 b) Describe characteristics of an effective resolution strategy to intergroup and interpersonal conflict in sport organizations. [10 marks]

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