



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

COURSE NAME: ORGANIZATIONAL CONFLICT MANAGEMENT

EXAMINATION TYPE: SUPPLEMENTARY/SPECIAL

UNIT CODE : HEH 2309

DATE : 5TH AUGUST 2015

TIME : 2 HOURS

DEGREE

THIRD YEAR SECOND SEMESTER APRIL 2015

INSTRUCTIONS:

1. ATTEMPT QUESTION ONE AND ANY OTHER TWO
2. CHEATING WILL ATTRACT HEAVY PENALTY

1. a. You have been approached by the general manager of Fujimori Company that is experiencing poor performance and has ideas that it is due to conflict but does not know where it emanates from, as a specialist in Human Resource Management explain to him the possible sources of conflicts and ways to prevent them **(20marks)**

b. Discuss the steps to conflict resolution **(10marks)**

2. a. In order to resolve the conflict at work place, some-times strategies have to be employed. In line with this statement, briefly discuss the negotiation strategies to conflict resolution **(10 marks)**

b. Discuss the uses of power to resolve the conflict **(10marks)**

3. a. Explain the ineffective approaches to conflict resolution **(10marks)**

b. Discuss the relationship between conflicts, politics and change **(10marks)**

4. Discuss the advantages and disadvantages of conflicts to the organization, employee, and community at large **(20marks)**

