

MURANG'A COLLEGE OF TECHNOLOGY
BUSINESS DEPARTMENT
BS/BA/010D
CAT 1 AUGUST 2012
HRM
TIME: 2 HOURS

ANSWER ALL QUESTION

- Q1. (a) Highlight five causes of conflict in an organization. (10 marks)
- (b) Explain five communication barriers in an organization. (10 marks)
- Q2 Describe five factors which influence industrial relations in organizations. (10 marks)
- (b) Explain five ways a manager can improve communication in an organization.
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- (b) Explain **FIVE** communication barriers in an organization. (10 marks)
- Q2 Describe **FIVE** factors which influence industrial relations in organizations. (10 marks)
- (b) Explain **FIVE** ways a manager can improve communication in an organization.