



MURANG'A UNIVERSITY COLLEGE

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

**END OF SEMESTER EXAMINATION FOR
BACHELOR OF HUMAN RESOURCE MANAGEMENT,
HEH 2309 ORGANISATION CONFLICT MANAGEMENT
ORDINARY EXAMINATION**

18TH AUGUST 2015

TIME: 2 HOURS

Instructions:

Answer question ONE and any other TWO questions

QUESTION ONE

- a) You have been approached by Mr Bob the general manager of Gumba clothing 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. **(10 marks)**
- b) Advise the manager on ways to prevent the conflicts **(10 marks)**
- c) Discuss the steps to conflict resolution **(10marks)**

QUESTION TWO

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)

QUESTION THREE

a) Explain the ineffective approaches to conflict resolution

(10marks)

b) Discuss the relationship between conflicts, politics and change

(10marks)

QUESTION FOUR

a) Discuss the advantages and disadvantages of conflicts to the organization,

(10 marks)

b) Stress and conflict normally impact negatively towards organizational performance and need to be discouraged in every aspect. Explain the strategies of coping up with stress and conflicts.

(10marks)