



MURANG'A UNIVERSITY COLLEGE

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

COURSE NAME: ORGANIZATIONAL CONFLICT MANAGEMENT

EXAMINATION TYPE: MAIN

UNIT CODE : HEH 2309

DATE : 20TH APRIL 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.** Conflict has been defined as the mismatch of interests by either individual or more than two people. In line with this statement, explain the sources of interpersonal conflict **(10marks)**
2. There have been various antecedent conditions that explain intergroup or its members in terms of their reference group identification. Following this revelation, discuss any four antecedent Conditions **(10marks)**
 - b.** It has been said that some conflict and stress is due to poor time management. In line with this statement, explain the effective time management **(10marks)**
3. **a.** Stress and conflict normally impact negatively towards organizational performance and need to be discouraged in every aspect. Explain any five strategies of coping up with stress and conflicts **(10marks)**
 - b.** when negotiating, people in general and managers in particular tend to have a certain biases and make certain errors, which prevents them from negotiating rationally and getting the most they can out of a situation. In relation to this statement, explain any five common mistakes by negotiators **(10marks)**
3. In one of the conferences you attended, the presenter happened to argue out that the organizations nowadays are performing poorly due to conflicts. In relation to the presentation, as the organizational conflict management, discuss any ten sources of conflict in the work place **(20marks)**
4. **a.** Discuss the strategies for conflict management in the work place **(10marks)**
 - b.** Explain the types of conflict in the organization **(10marks)**