



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

COURSE NAME: ORGANIZATIONAL CONFLICT MANAGEMENT

EXAMINATION TYPE: ORDINARY EXAMINATION

UNIT CODE: HEH 2309

DEGREE

THIRD YEAR SECOND SEMESTER APRIL 2016

DATE: 21TH APRIL 2016

TIME : 2 HOURS

INSTRUCTIONS:

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

QUESTION ONE

a) You have been approached by the general manager of Nyasobe 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 . **(10marks)**

b) Discuss the steps to conflict resolution

(10marks) .

c) Discuss the advantages and disadvantages of conflicts to the organization, **(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. 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)