



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

### **DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**UNIVERSITY ORDINARY EXAMINATION**

**2023/2024 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR  
OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**BHR409: NEGOTIATION AND NETWORKING**

**DURATION: 2 HOURS**

#### **INSTRUCTIONS TO CANDIDATES:**

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

## **SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

### **QUESTION ONE (30 MARKS)**

- a. Outline the stages of negotiation in and organisation. (6 marks)
- b. Explain four primary sources of resistance to negotiation. (4 marks)
- c. Explain three types of elements in negotiation. (6 marks)
- d. Highlight three benefits of bench marking. (3 marks)
- e. Explain five importance of networking skills. (5 marks)
- f. Highlight six elements of collective bargaining. (6 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

### **QUESTION TWO (20 MARKS)**

- a. Discuss the qualities of a good negotiator. (10 marks)
- b. Explain five strategies of conflict resolution model. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a. Discuss the challenges of cross-cultural negotiation. (10 marks)
- b. Explain the main codes of practise in culture. (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a. Discuss steps to the conflict resolution process. (10 marks)
- b. Suggest five sections which discuss about how pre-negotiations planning can help achieve a favourable settlement with range of potential agreement. (10 marks)