



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS & ECONOMICS
DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: HRD 015

**COURSE TITLE: MANAGING CONFLICTS IN
ORGANIZATIONS**

DATE: 20TH AUGUST 2019

TIME: 1430-1730 HRS

INSTRUCTIONS TO CANDIDATES

- Question **ONE** is compulsory
- Answer any other **THREE** questions

QUESTION ONE (25MKS)

- a). Explain the benefits of good industrial relations in organizations. (5mks)
- b). Explain some of the issues for negotiation presented by the shop steward. (5mks)
- c). Describe some of the challenges the management may face as it tries to maintain industrial peace in organizations. (5mks)
- d). Establish and explain the causes of conflict in the work place. (5mks)

QUESTION TWO (15MKS)

- a). Establish how management style may result in conflicts. (5mks)
- b). Explain grounds under which unfair discrimination may be practical in the work place hence cause conflicts. (10mks)

QUESTION THREE (15MKS)

Discuss the factors that may avoid conflicts and create good working relations between employers and employees in organizations. (15mks)

QUESTION FOUR

- a). Explain the following terms in relation to conflict management: (10mks)
 - i). Collective bargaining
 - ii). Negotiation
 - iii). Tripartite
 - iv). An award
 - v). An act
- b). Discuss the problem facing the Trade Unions movement in Kenya. (5mks)

QUESTION FIVE

- a). Suggest practices the employer and employees should put in place to maintain industrial peace thus eradicating conflict occurrence. (10mks)
- b). Identify the results of good industrial relations. (5mks)

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