



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF SCIENCE IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: BHR 2208

**COURSE TITLE: CONFLICT MANAGEMENT AND
NEGOTIATION**

DATE: 30TH APRIL, 2018

TIME: 0830 - 1030HRS

INSTRUCTIONS TO CANDIDATES

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

QUESTION ONE

(a) Deluxe company Ltd is a fast growing pharmaceutical company with a worker population of 150. Management has noted that there is a slowdown in growth and productivity due to toxic competition among employees in different departments for reasons such as resource allocation, promotions at work and office sitting space. Identify the type of conflict that exist in the company and outline measures that you will take as a human resource expert to address the situation **(15 marks)**

(b) Conflict is a natural and inevitable part of all human social relationships and occurs at all levels of society. It is not something that should be avoided and shunned but one that should be properly managed productively. Explain how you can constructively utilize conflict to achieve organizational ends and objectives **(10 marks)**

QUESTION TWO

Differentiate between intergroup conflict and intragroup conflict and explain how each of them can be managed. **(10 marks)**

(b) Differentiate between mediation and arbitration **(5 marks)**

QUESTION THREE

(a) "The success of mediation process to a great extent depend on the skills of the mediator in guiding the process to successful completion" Discuss **(10 marks)**

(b) Explain the importance of individual negotiation skills in resolving conflict. **(5 marks)**

QUESTION FOUR

Discuss dispute resolution methods and outline how they can be utilized in an organizational context. **(15 marks)**

QUESTION FIVE

(a) "Change management has unlimited potential to create conflict within organizations depending on how the process is managed" Discuss. **(10 marks)**

(b) Explain the meaning of "role conflict". **(5 marks)**

.....**The end**.....