

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR III SEMESTER II EXAMINATION FOR THE DEGREE OF BACHELOR OF HUMAN RESOURCE MANAGEMENT**

**HEH 2309: ORGANIZATIONAL CONFLICT MANAGEMENT**

**DATE: AUGUST 2019 TIME: 2 HOURS**

**INSRUCTIONS: Answer question one and any other two questions.**

QUESTION ONE

Conflicts are health in the workplace. Discuss:

a. The drivers of conflict in workplace. (10 marks)

b. Advantages and effects of conflicts in organizations. (10 marks)

c. The process followed in solving conflicts and types of power used in conflict resolution. (10 marks)

QUESTION TWO

Conflicts is inevitable in organizations. Discuss

a. various types of conflicts manifested in the work place and illustrate with relevant examples. (20 marks)

b. Ten strategies used to solve conflicts in organizations. (20 marks)

QUESTION THREE

Solutions of conflicts require proper diagnosis of the causes of the conflict. Identify and explain:

a. Five sources of conflicts in organizations.

b. Five negotiation strategies used by industrial relation partners in solving conflicts.

(20 marks)

QUESTION FOUR

Industrial relations partners use six power bases to solve conflict. Discuss six power basis they use in solving conflicts. (20 marks)