



# **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: 20<sup>TH</sup> AUGUST 2019**

**TIME: 1430-1730 HRS**

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**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)

**//END**



# **MAASAI MARA UNIVERSITY**

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

### **SCHOOL OF BUSINESS & ECONOMICS DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBM 012**

**COURSE TITLE: SALESMAN-SHIP**

**DATE: 19<sup>TH</sup> AUGUST 2019**

**TIME: 1430-1630 HRS**

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#### **INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (25mks)**

- a). Discuss the responsibilities of a salesman in an organization. **(5mks)**
- b). Describe the principles of efficient salesmanship. **(10mks)**
- c). Describe the different commodities sold in your country. **(5mks)**
- d). Explain sales information which will enable a good salesman to deal with any sales question. **(5mks)**

**QUESTION TWO (15mks)**

- a). Identify and explain the types of commodities sold in your country. **(5mks)**
- b). What are the advantages and disadvantages of selling goods directly to the retailers. **(10mks)**

**QUESTION THREE (15mks)**

Discuss the qualities of a good salesperson. **(15mks)**

**QUESTION FOUR (15mks)**

Explain with examples, why a person should specialize in a given service or product. **(15mks)**

**QUESTION FIVE (15MKS)**

- a). With the aid of illustrations, differentiate between buyers and customers. **(5mks)**
- b). Give reasons why the following are essential for effective sales: **(10mks)**
  - i). Price
  - ii). Quality
  - iii). Service
  - iv). Terms

**//END**



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

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

**COURSE CODE: HRD 009  
COURSE TITLE: HUMAN RESOURCE  
MANAGEMENT II**

**DATE: 19<sup>TH</sup> AUGUST 2019**

**TIME: 0830-1030 HRS**

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## **INSTRUCTIONS TO CANDIDATES**

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

### **QUESTION ONE (25 MARKS)**

a) Explain with illustration the meaning of the following terms:

- i) Strategy.
- ii) Policy.
- iii) Procedure.

(6marks).

b) Discuss how the recruitment strategy can affect the way of working.

(4marks).

c) Discuss the elements that may lead to employer- employee relations.

(5marks)

d) What are some of the objectives of establishing a Human Resource Software?

(10marks).

### **QUESTION TWO (15 MARKS)**

a) Explain skills, communication and information strategies that promote quality services in an organization.

(10marks).

b) Explain the purpose of the core values in managing human resources in an organization?

(5marks).

### **QUESTION THREE (15 MARKS)**

What is the relationship between strategic human resource management and organizational strategy?

(15marks).

### **QUESTION FOUR (15 MARKS)**

a) Explain four human resource strategies that are developed to support the organizational strategy.

(8marks).

b) Explain the six strategic planning questions, which guide organizational integration.

(7marks).

### **QUESTION FIVE (15 MARKS)**

a) With reference to the development of human resource strategy, explain the steps and issues addressed.

(5marks)

b) Discuss the importance of strategic human resource management in an organization.

10marks).

**//END**