



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATION  
2022/2023 ACADEMIC YEAR  
FIRST YEAR SECOND SEMESTER**

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

**COURSE CODE: HRD 015  
COURSE TITLE: MANAGING CONFLICT IN  
ORGANIZATIONS**

**DATE: 20/4/2023**

**TIME: 1430-1630 HRS**

**INSTRUCTIONS**

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**ANSWER QUESTION ONE AND ANY OTHER THREE**

## QUESTION ONE

a) You are the IEBC chairman. You are aware that the proposed election dates are being contested by some of the political parties. You do not fully agree with their concerns and you would like to press on with the proposed dates. IEBC has organized a meeting with the political parties to discuss this issue. Prepare yourself for this important meeting with political parties and eventually negotiate with them to accept your proposed date **(8mks)**

b) Jude wants to sell a car to Joy. Jude has offered a price of 500,000/- while Joy wants to buy it at 400,000/-. They are in the process of negotiating for the process but they can't agree. You have been invited as an agent of arbitration;

i) Define the type of conflict this is **(3mks)**

c) Discuss the consequences of conflict both positive and negative **(10mks)**

d) What causes emotional energy in conflicts **(4mks)**

## QUESTION TWO

a) Describe the principals of conflict resolution giving an example in each **(8mks)**

b) The conflict resolution working model is a process comprised of four stages. Discuss the four stages **(7mks)**

## QUESTION THREE

a) Explain the different levels of conflict escalation citing an example on each **(7mks)**

b) You have been appointed by the ministry of interior to go to Baringo to talk to the locals on disadvantages of conflict and ways of ending the conflict. Come up with a problem tree analysis that you will use to solve the conflict **(8mks)**

## QUESTION FOUR

a) You have been invited to a conflict resolution conference in West pokot, Sarmach village. You are expected to give a key address on intervention steps in transforming conflicts. Write a speech on the steps you would advise them to follow **(15mks)**

## QUESTION FIVE

a) Discuss the leadership levels in conflict resolution **(5mks)**

b) Bring out five approaches of conflict resolution that you can use to solve this conflict **(10mks)**

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