

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

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2018/2019**

 **EXAMINATION FOR THE DEGREE OF MASTER OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**HEMH 3112: CONFLICT AND RISK MANAGEMENT**

**DATE: AUGUST 2019 TIME: 3 HOURS**

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

QUESTION ONE

a. i. Identify and discuss the categories of risk. (6 marks)

 ii. Identify four factors that an organization should consider when determining relevant risk criteria. (8 marks)

 iii. The changing business environment has made firms to explore different approaches to counter risks and uncertainties. Identify a local manufacturing organization and assist the management to categorize and priorities the risks and uncertainties it faces in the dynamic business environment. (10 marks)

b. Conflict in organizations have impacted negatively on the company productivity.

 How would a manager handle aggression and violence in the organization.(6 marks)

QUESTION TWO

a. i. What is conflict and conflict management. (8 marks)

 ii. What differentiates functional from dysfunctional conflict. (2 marks)

b. Identify and discuss five conflict handling techniques that can be applied in an organization. (10 marks)

QUESTION THREE

a. i. Explain five causes of conflict in an organization. (5 marks)

 ii. Explain why communication is important in resolving conflict. (5 marks)

b. i. What do you understand by the following term:

 i. Passive aggression. (2 marks)

 ii. Identify and discuss four strategies that can be applied to confront passive behavior. (8 marks)

QUESTION FOUR

a. Explain the relevance of safety at the workplace. (10 marks)

b. Identify the key categories of accidents in the workplace showing how HR managers can deal with the same. (10 marks)

QUESTION FIVE

Discuss the key steps in risk management showing the role of HRM in each stage.

 (20 marks)