

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF MASTER
OF BUSINESS ADMINISTRATION

MBAD 845: NEGOTIATION AND ADVOCACY

STREAMS: MBAD (Y2S1)

TIME: 3 HOURS

DAY/DATE: MONDAY 09/12/2019

2.30 P.M. – 5.30 P.M.

INSTRUCTIONS:

- Answer ALL questions
- Marks will be awarded for clarity and originality of ideas
- Do not writ on the question paper

- Q1. (a) Conflict in the workplace might be inevitable, as employees have different personalities, goals and opinions. Conflict management is one of the core training must be offered for managers and supervisors. Learning how to handle conflict efficiently is a necessary skill for anyone in management and the key to preventing it from hindering employee's professional growth. Describe the conflict resolution process [10 marks]
- (b) Identify various internal and external factors which affect negotiations in an organization. [10 marks]
- (c) Distinguish between various parameters within which the parties in industrial relations negotiate [10 marks]
- (d) Explain the conditions that might be fulfilled for successful collective bargaining [10 marks]
- Q2. (a) Explain any five activities involved in the post negotiation stage [10 marks]
- (b) Distinguish between distributive and integrative negotiation [6 marks]
- (c) Explain any four benefits of negotiating [4 marks]

MBAD 845

- Q3. (a) As a manager, one requires various important bargaining and negotiating skills.
Discuss [10 marks]
- (b) Expound on any three strategic/tactical approaches organizations may adopt
during negotiations and bargaining [10 marks]
- Q4. Demonstrate an understanding of the roles and processes of advocacy in industrial
negotiations. [20 marks]
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