

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**

**FACULTY OF COMMERCE**

**DEPARTMENT OF HUMAN CAPITAL MANAGEMENT**

**LEADERSHIP AND CONFLICT MANAGEMENT (BS445)**

**TIME: THREE HOURS**

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MAR 2023

**INSTRUCTIONS TO CANDIDATES**

1. Answer **any four** questions.
2. Start the answer to each question on a fresh page.

**INFORMATION TO CANDIDATES**

1. No cellphones and any other unauthorised materials are allowed into the examination room.
2. Each question carries 25 marks.

### **QUESTION 1**

‘A manager needs to be a good leader.’ Support this statement by providing reasons why it is true. **[25 marks]**

### **QUESTION 2**

Discuss the differences between leadership and management. **[25 marks]**

### **QUESTION 3**

a) Using relevant examples, discuss any five bases of power used by organisational leaders. **[20 marks]**

b) Identify five factors that weaken the power of leaders. **[5 marks]**  
**[25 marks]**

### **QUESTION 4**

a) Discuss four people-related sources of conflict in organisations. **[12 marks]**

b) Discuss four structure-related sources of conflict in organisations. **[13 marks]**  
**[25 marks]**

### **QUESTION 5**

Discuss five approaches that can be used to resolve conflict in workplaces. **[25 marks]**

### **QUESTION 6**

Explain the aftermath stage of Pondy’s conflict development process. **[25 marks]**

**\*\*\*END OF PAPER\*\*\***