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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR THREE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 342**

**COURSE TITLE: NEGOTIATION IN PROCUREMENT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 07/04/2021 TIME: 12.00-2.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Describe the impact of internet on Purchasing Negotiation [10 marks]
2. Explain the circumstances when it would be appropriate to use both the adversarial and collaborative approach during negotiations. [10 marks]
3. Discuss how effective listening skills could improve the supplier’s contribution to the negotiation [10 marks]

**QUESTION TWO**

1. Explain five factors that impede implementation of negotiation in an organization [10 marks]
2. Discuss ethical tips that facilitates Mutual win-win outcomes in the process of negotiation[10 marks]

**QUESTION THREE**

1. Highlight eight areas or issues that may require the purchasing department to negotiate with

Its suppliers [8 marks]

1. Explain the step by step cyclical nature of events in the process of negotiation [12 marks]

**QUESTION FOUR**

1. Recent advancement in technology has led to increased Internet usage. Discuss the impact of ICT and internet usage on procurement negotiations [10 marks]
2. The RADPAC model of Negotiation is a common model of negotiation. Discuss how this model can be applied in procurement. [10 marks]

**QUESTION FIVE**

1. A Successful negotiator has certain outstanding characteristics. Discuss five such

Qualities [10 marks]

1. Briefly describe the main roles played by members of a negotiating team in negotiation [10 marks]