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FACULTY OF SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT OF SOCIOLOGY/PSYCHOLOGY

2014/2015 RAIN SEMESTER EXAMINATION

B.Sc INDUSTRIAL RELATIONS AND PERSONNEL MANAGEMENT PROGRAMME

COURSE CODE: IPM 306

COURSE TITLE: CONFLICT AND CONFLICT RESOLUTION

INSTRUCTION: ATTEMPT ANY THREE QUESTIONS

TIME ALLOWED: 2 HOURS

1. Attempt an adequate definition(s) to the concept "Conflict".
2. As a manager of XYZ Company, give a synopsis of levels through which conflict can be identified.
3. Identify and explain vividly major causes of conflict in an industrial workplace.
4. "Effects of conflict in an organization can be disastrous". Discuss.
5. How is it possible to resolve conflict in an organization?