



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION
SCHOOL OF MANAGEMENT SCIENCES

Course Code: BUS 811

Credit unit: 2

Course Title: DIVERSITY AND CONFLICT MANAGEMENT

Time Allowed: 2 hours

Instruction: Attempt compulsory question 1 and two other questions making a total of three questions. The compulsory question carries 30 marks. All the other questions carry 20 marks each.

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| 1(a) Explain the diverse characteristics of organizations.. | 10 Marks |
| (b) List the stages in the conflict process and give a brief explanation of each. | |
| 10 Marks | |
| (c). Discuss five principles of feminism | 10 Marks |
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| 2(a). What are the effects of conflict in an organization? | 10 Marks |
| (b). Explain five factors that influence the modes of response to conflict. | 10 Marks |
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| 3. (a) Differentiate between adjudication and arbitration | 10 marks |
| (b)List the four (4) sociological perspectives of gender and discuss any two. | 10 marks. |
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| 4. (a) What are the expectations of the public from a classical Ombudsman? | 10 marks |
| (b) Discuss five organizational services provided by an Ombudsman. | 10 marks |
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| 5. Write short notes on: | |
| (a) The Concept of Social Justice | 10 marks |
| (b) Gender role | 10 Marks |