



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja

FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF ADMINISTRATION
OCTOBER/NOVEMBER EXAMINATION 2016

COURSE CODE: BUS811

COURSE TITLE: DIVERSITY AND CONFLICT MANAGEMENT

CREDIT UNIT: 2

INSTRUCTION: 1. Indicate your Matriculation Number clearly
2. Attempt question one (1) and any other two (2) questions - three questions in all
3. Question one (1) is compulsory and carries 30 marks, while the other questions carry 20marks each.
4. Present all your points in a coherent and orderly manner

TIME ALLOWED: 2Hrs

1. Building a robust business case is the first step in organisational commitment to managing diversity, with vast evidence showing that managing diversity makes good business sense.
 - a. How would you explain the concepts of Affirmative Action [AA], Equal Employment Opportunity [EEO], Diversity and Managing Diversity, to a colleague who doesn't understand the differences between them.
[5 marks each; Total 20 marks]
 - b. Explain what is meant by 'business case for diversity' in the workplace.
[5 marks]
 - c. List five challenges facing organizations striving to manage workplace diversity.
[5 marks]

[Compulsory, 30 marks]
2. Policies are necessary in promoting diversity and reducing discrimination in the workplace.
 - a. Differentiate between Radical and Transformational Approaches to diversity.
[10 marks]
 - b. Describe the Federal Character Policy/Principle operational in public sector organizations in Nigeria. Would you consider the policy as a liberal, radical or transformational approach to diversity? [Give reasons for your answer]
[8 marks]
 - c. Define 'bias' in the context of workplace diversity
[2 marks]

[20 marks]
3.
 - a. Define Alternative Dispute Resolution [ADR]
[5 marks]
 - b. Discuss briefly these ADR processes: Arbitration and Mediation
[10 marks]
 - c. List five conflict response modes that can be used in conflict management
[5 marks]

[20 marks]

4. a. Differentiate between interest- and position-based negotiations
[10 marks]
b. Differentiate between Facilitative and Transformative styles of mediation
[6 marks]
c. List four undocumented principles guiding labour management negotiators
[4 marks]

[20 marks]

5. a. Differentiate between an Equality Ombudsman and a Whistleblower
[10 marks]
b. What is an Organizational Ombudsman?
[5 marks]
c. Describe briefly the Nigerian Ombudsman system
[5 marks]

[20 marks]