



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS**  
**SCHOOL OF MANAGEMENT SCIENCES**  
**SEPTEMBER/OCTOBER 2015 EXAMINATION**

**Course Code:** BUS811                      **Credit 2 units**  
**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.

- 1(a) Explain why personality is considered the inner content of diversity.. 10 Marks  
(b) List the stages in the conflict process and give a brief explanation of each. 10 Marks  
(c). Explain the elements of culture that constitute the building blocks of diversity. 10 Marks
- 2(a). What are the advantages of arbitration 10 Marks  
(b). Explain five factors that influence the modes of response to conflict. 10 Marks
3. (a ) Define gender and explain elements of gender diversity in the workplace. 10 Marks  
(b)List the four (4) sociological perspectives of gender and discuss any two. 10 Marks
4. (a) What are the expectations of the public from a classical Ombudsman? 10 Marks  
(b) Evaluate the use of Federal character policy as a diversity management strategy in Nigeria 10 Marks
5. Write short notes on:  
(a) Equal Employment Opportunity 10 Marks  
(b) Gender role 10 Marks