



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
JULY 2017 EXAMINATION

COURSE CODE: BUS811

COURSE TITLE: DIVERSITY AND CONFLICT MANAGEMENT

CREDIT UNITS: 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 30marks, while the other questions carry 20marks each.
4. Present all your points in coherent and orderly Manner

TIME ALLOWED: 2Hrs

1. a. 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]
[10marks]
b. Differentiate between these concepts: Affirmative Action [AA], Equal Employment Opportunity [EEO], and Managing Diversity.
[15marks]
c. List five challenges facing organizations striving to manage workplace diversity
[5marks]
[Compulsory, 30marks]
2. a. How would you present the 'business case for diversity' to a prospective employer?
[5marks]
b. Differentiate between Radical and Transformational Approaches to diversity.
[10marks]
c. Define bias in the context of workplace diversity
[5marks]
[20marks]
3. a. Define Alternative Dispute Resolution [ADR]
[5marks]
b. Differentiate these ADR processes: Arbitration and Mediation
[10marks]
c. List five conflict response modes that can be used in conflict management
[5marks]
[20marks]
4. a. Differentiate between an Equality Ombudsman and a Whistleblower
[10marks]
b. Who is an Organizational Ombudsman?
[5marks]

c. Describe briefly the Nigerian Ombudsman system
[5marks]

[20marks]

5. a. Differentiate between interest- and position-based negotiations
[8marks]
- b. Differentiate between Facilitative and Transformative styles of mediation
[8marks]
- c. List four undocumented principles guiding labour management negotiators
[4marks]

[20marks]