



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF MANAGEMENT SCIENCES  
JUNE/JULY, 2013 EXAMINATIONS.**

**COURSE CODE: MPA809 CREDIT UNIT: 3**

**COURSE TITLE: Interpersonal/Intergroup relations**

**TIME ALLOWED: 2<sup>1/2</sup> hrs.**

**INSTRUCTIONS:**

- 1. Attempt question Number one (1) and any other three (3).**
- 2. Question number 1 is compulsory and carries 25marks, while the other questions carry equal marks each**
- 3. Present all your points in coherent and orderly manner**

Question 1

Define the Concept of CONFLICT. Make a summarized and explanatory articulation of the types of Conflicts you are familiar with.

Question 2

State and explain five(5) issues to be considered in group building.

Question 3

What do you consider as the Major Thrusts of **BALANCE THEORY** by Theodore Newcomb. What factors aid group formation.

Question 4

What **FUNCTIONS** are necessary for Task Performance in group formation.

Question 5.

Conflicts by-products has to do with the resultant products or aftermath or consequences of conflict and conflicts situation, kindly, itemize some conflicts by -products.

Question 6

Identify and explain the basic characteristics of an effective group.