



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_2 EXAMINATION**

**Course Code: BUS 811**

**Course Title: DIVERSITY AND CONFLICT MANAGEMENT**

**Credit Unit: 2**

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

**Time Allowed: 2 Hours**

**1a.** Discuss the four perspectives proposed by Sociologists towards understanding how and why there are social distinctions of men and women roles in societies **(8marks)** .

**1b.** Define conflict and describe the cyclical nature of conflict using an upside-down U model that divides both the escalation and de-escalation of the conflict cycle into phases. **(15marks)**

**1c.** Define Ombudsman and Evaluate any five of the Criticisms leveled against the ombudsman institution. **(7marks)**

**2a.** Trace the history of conflict theory and explain any three of the modern approaches to conflict theory **(12marks)**.

**2b.** Define diversity management and critically review the challenges of Diversity Management in an organization. **(8marks)**

**3a.** Review the issues involved in the “Federal Character Principle” and highlight the proposals recommended to redress the problem of development in some parts of the country. **(14marks)**

**3b.** Identify and describe three organisational types that focus on the development of cultural diversity. **(6marks)**

**4a.** Examine the extent to which Equal Employment Opportunity/ Affirmative action can enhance the management of diversity in the workplace. **(10marks)**

**4b.** List and explain with illustrations the five principles of feminism **(10marks)**

**5a.** Enumerate and discuss the three main approaches to corporate diversity management. **(9marks)**

**5b.** Identify and explain the four characteristics of Negotiation. **(8marks)**

**5c.** Discuss the distinguishing features between Conflict management and crisis management. **(3marks)**