



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2023 2 EXAMINATIONS_

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. There are five stages in any conflict process. Discuss these stages in chronological order. (15marks)**
- 1b. Differentiate between adjudication and arbitration with examples (8marks)**
- 1c. What are the Criticisms leveled Against Ombudsman System (7marks)**
- 2a. Discuss five conflict response modes and skills that can be used in conflict management. (15marks)**
- 2b. Describe the role of leadership styles in managing diversity in the workplace (5marks)**
- 3a. Identify and explain the four characteristics of an Ombudsman(16marks)**
- 3b. Relate the Ombudsman functions to the social justice concept. (4marks)**
- 4a. There are three organisational types that focus on the development of cultural diversity according to Cox (1991). List and discuss these organisational types. (10marks)**
- 4b. Explain the effects of organizational diversity dimension on the management of human resources in an organization(10marks)**
- 5a. To what extent can Equal Employment Opportunity/ Affirmative action enhance the management of diversity in the workplace? (14marks)**
- 5b. What are the benefits of Diversity Management? (6marks)**