



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
DEPARTMENT OF BUSINESS ADMINISTRATION
FACULTY OF MANAGEMENT SCIENCES
2024 1 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 30 marks, while the other questions carry 20 marks each.

4. Present all your points in coherent and orderly Manner

TIME ALLOWED: 2Hrs

1a. Sociologists have proposed four perspectives towards understanding how and why there are social distinctions between men's and women's roles in societies. With clear examples, examine these four perspectives of gender (20 marks)

1b. Discuss five conflict response modes that can be used in conflict management. (10 marks)

2.a. Differentiate between classical and organizational ombudsman [14marks]

2b. Describe the key features of an ombudsman charter. [6marks]

3. Enumerate and briefly discuss the five stages in the conflict process. (20marks)

4. Tatlic and Ozibilgion (2002) proposed three approaches towards corporate diversity management. List and discuss these approaches. (20marks)