



ELIZADE UNIVERSITY, ILARA-MOKIN, ONDO STATE

FACULTY: HUMANITIES, SOCIAL AND MANAGEMENT SCIENCES

DEPARTMENT: HUMAN RESOURCE MANAGEMENT

FIRST SEMESTER EXAMINATION

2020/2021 ACADEMIC SESSION

COURSE CODE: HRM 309

COURSE TITLE: CONFLICT MANAGEMENT

DURATION: 2 HOURS 30 MINUTES

INSTRUCTION: ANSWER THREE QUESTIONS ONLY

1a. If Charity and Promise are in conflict with each other, each of them may be assertive, unassertive, cooperative, or uncooperative. Discuss this argument using Thomas and Kilmann's (2007) conflict management styles as a reference.

1b. Examine the types of industrial actions that can take place in an organisation. What does not constitute a lockout?

2a. Identify and discuss the behavioural levels of conflict that could arise from an individual and propagate across the organisation using practical examples.

2b. For the success of any organisation today industrial conflict is inevitable, explain the possible causes of industrial conflict.

3a. Conflict is inevitable but it could be prevented, discuss some preventive measures that can be used to manage conflict among members of an organisation.

3b. Industrial conflict could have both positive and negative outcomes on an organisation, groups and individuals. Discuss.

4a. Discuss the legal processes involved in conflict management in Nigeria according to the Trade Dispute Act 1976.

4b. Examine three schools of thought on industrial disputes. Connect these schools of thought to industrial conflict theories.

5a. Conflict is in stages, there is usually a start stage, a mature stage and a final stage. Discuss

5b. Explain the following terms:

(i) Conflict of Interest

(ii) Conflict of Recognition

(iii) Picketing

(iv) Work to rule