



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2023_1 POP EXAMINATION.

Course Code: BUS811

Course Title: DIVERSITY AND CONFLICT MANAGEMENT

Credit Units: 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

1(a) Briefly Discuss the following concepts in diversity management: Ableism, Discrimination, Ethnic group, Heterogeneous Group and Culture group

15 marks

(b). Explain clearly the practice of diversity management in France and United States of America

15 marks

2. Critically evaluate the effects of diversity dimensions on the management of an organization.

20 marks

3. Examine the Benefits of Diversity Management to an organization and its members.

20 marks

4. Elucidate competition for scarce resources as a source of organizational conflict

20 marks

5. What do you understand by the term Adjudication? What its advantages and limitations.

20 marks