



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2025\_2 EXAMINATIONS**

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**COURSE CODE: BUS811**

**COURSE TITLE: DIVERSITY AND CONFLICT MANAGEMENT**

**CREDIT UNIT: 2**

**INSTRUCTION: 1. Indicate your Matriculation Number clearly**

**2. Attempt question one (1) and any other three (2) questions; four 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 a coherent and orderly Manner**

**TIME ALLOWED: 2 Hours**

1. (a) Explain the Benefits of Diversity Management to Organization. **10 Marks**
1. (b) Explain Five (5) General Principles of Feminism. **10 Marks**
1. (c) According to Froyd (2013), elaborate on any Five (5) factors that can impact on how we respond to conflict. **10 Marks**
2. (a) According to Williams (1970), State Ten (10) Values of the U. S. A. culture. **20 Marks**
3. (a) Differentiate between External and Internal Diversity Dimension. **20 Marks**
4. (a) Discuss the Classification of Workplace with examples. **10 Marks**
4. (b) Explain any Two (2) Levels of conflicts according to Pondy (1967). **10 Marks**