



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (DTVET)

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT	
QUALIFICATION CODE: 06DTVM	LEVEL: 6
COURSE CODE: CMV620S	COURSE NAME: CONFLICT MANAGEMENT
SESSION: JUNE 2024	PAPER: PAPER 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MR DM MATEU
MODERATOR:	MS HELENA UNJOMBALA

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers correctly

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

Question 1**[20 Marks]****A. Define the following terms:****(2x5=10 Marks)**

- I. Conflict
- II. Conflict management style
- III. Recognition agreement
- IV. Shop steward
- V. Alternative Dispute Resolution (ADR)

B. Explain the following terms with a practical illustrated example on each.**(5x2=10 Marks)**

- i. Zone Of Potential Agreement (ZOPA)
- ii. Best Alternative To a Negotiated Agreement (BATNA)

Question 2**[4x5=20 marks]****Explain the difference between the following terms using examples:**

- a) Interpersonal and intrapersonal conflicts
- b) Intragroup and intergroup conflicts
- c) Functional and dysfunctional conflicts
- d) Positive and progressive discipline
- e) Conciliation and arbitration

Question 3**[10 x2=20 marks]**

- a) Outline ANY FIVE (5) purposes of the labour act in Namibia.
- b) Discuss ANY FIVE (5) rights of an employee who is a member of a trade union.

Question 4**[20 marks]**

Read the following scenario and answer the questions that follow.

Josef Anna-Marie is senior marketing officer at the VTC you are heading. The colleagues at the VTC accuse her for insulting them, disrespect and use of vulgar language whenever small mistakes occur. The way she treats her sub-ordinate is very inhuman. But one good attribute about her is that she is very productive with her work. She is really adding professional value to the VTC when it comes to her hands on tasks. Her sub-ordinates reported her conduct to your office are you are requested to intervene immediately as the head of the VTC.

- a) What would be the appropriate conflict management style(s) to address the conflict situation and convert it into a functional conflict? Elaborate. **(5 marks)**
- b) What would be the incorrect conflict management style (s) to address the conflict situation? Elaborate.

(5 marks)

- c) Illustrate the steps you will follow to address this conflict situation **(10 marks)**

Question 5

[10 marks x2 =20 Marks]

Create a scenario of your choice for not more than three paragraphs on each type of conflict below where you discuss and give a concrete example of the types of conflicts

- a) Intrapersonal conflict.
- b) Intergroup conflict.

**[End of Paper]
TOTAL MARKS:100**