



**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: JULY 2024	PAPER: PAPER 1
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MR DM MATEU
MODERATOR:	MS HELENA UNDJOMBALA

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.

- a) List four (4) issues which can be addressed at collective bargaining.
(1x4=4 Marks)
- b) Discuss four (4) strategies to consider when creating a conducive working relationship for collective bargaining.
(2x4=8 Marks)
- c) In a table format distinguish between functional & dysfunctional conflict and narrate an example on each side.
(4+4=8 Marks)
- [Total:20 Marks]**

Question 2.

- a) Discuss the ten (10) different causes of conflict in a workplace.
(2x10=20 Marks)
- [Total:20 Marks]**

Question 3.

Read the following scenario and answer the questions that follow:

The trade union and Management at Destiny Ltd are about to start negotiation for a salary increase for the employees. The mandate of the employees is 10% with a Best Alternative to a Negotiated Agreement (BATNA) of 7% whereas the mandate for Management is 5% with a BATNA of 8%.

- a) What is the **Zone of Potential Agreement (ZOPA)** for the two groups? **(2 marks)**
- b) There are 3 shop stewards and 3 Management staff members (**assign names & titles to the people**) at the negotiation table. Write a dialogue clearly showing the use of the **4 points of principled negotiation** to reach an agreement on the salary increment. Make sure the dialogue includes the mandate mentioned in the scenario and the agreement falls within the ZOPA mentioned in (a).
(8 marks)
- c) Discuss the distinction between the following categories of conflicts and give one example on each.
- I. Interpersonal conflict.
 - II. Intragroup conflict.

(5x2=10 Marks)
[Total: 20 Marks]

Question 4.

- a) Write down a scenario of 300 words of a conflict between two people on one of the 10 causes mentioned in question 2 above. This can be based on your own experience or what you have observed or fictional.

[Total:20 Marks]

Question 5.

- a) Discuss any five (5) principles of fair discipline. **(10 Marks)**
- b) Create two sets of a two-person dialogue between you as the TVET manager and the employee to show the difference between positive and progressive discipline

(10 Marks)

[Total:20 Marks]

[End of Paper]
TOTAL MARKS:100