



**PAMIBIA UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION**

**DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (DTVET)**

<b>QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DTVM</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: CMV620S</b>	<b>COURSE NAME: CONFLICT MANAGEMENT</b>
<b>SESSION: JUNE 2025</b>	<b>PAPER: PAPER 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>MR DM MATEU</b>
<b>MODERATOR:</b>	<b>MR NDALOLUTE S ABRAHAM</b>

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

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

**QUESTION 1**

**[TOTAL :20 Marks]**

- A. Define the following terms: (2x5=10 Marks)
- I. Conflict
  - II. Collective Bargaining
  - 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**

**[TOTAL :20 MARKS]**

- A. List and discuss five (5) conflict management styles. (4 Marks each)

**QUESTION 3**

**[TOTAL: 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**

**[TOTAL: 20 MARKS]**

- A. Discuss any five causes of conflict in a VET organization. (2 Marks each)
- B. Discuss one way how you can convert a dysfunctional conflict into a functional conflict. (5 Marks)

**QUESTION 5**

**[TOTAL:20 MARKS]**

- A. Explain the difference between the following terms using examples:
- I. Interpersonal and intrapersonal conflicts
  - II. Intragroup and intergroup conflicts
  - III. Functional and dysfunctional conflicts
  - IV. Positive and progressive discipline
  - V. Conciliation and arbitration (2 Marks each)

B. 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

- I. Intrapersonal conflict. (5 Marks)
- II. Intergroup conflict. (5 Marks)

[End of Paper]  
TOTAL MARKS:100