



**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 2025	PAPER: PAPER 2
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MR DM MATEU
MODERATOR:	MR NDAKOLUTE S ABRAHAM

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.

[Total:20 Marks]

- 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)

QUESTION 2.

[Total:20 Marks]

- a) Discuss any five functions of the labour act in Namibia.
- b) Outline any five functions of a trade union in industry
(2x10=20 Marks)

QUESTION 3.

[Total:20 Marks]

- a) Discuss one scenario where you will solve conflict by:
 - I. Avoidance
 - II. Compromising(5 Marks each)
- b) Discuss the distinction between the following categories of conflicts and give one example on each.
 - I. Interpersonal conflict.
 - II. Intragroup conflict.(5x2=10 Marks)

QUESTION 4.

[Total:20 Marks]

- a) Discuss five strategies to create a conducive working environment for collective bargaining.
(2 Marks each)
- b) Outline five steps that a Shop Stewart has to follow when negotiating.
(2 Marks each)

QUESTION 5.

[Total:20 Marks]

- a) Discuss any five (5) principles of fair discipline. (2 Marks each)
- b) Outline one practical example how you as a manager discipline an employee by using progressive discipline strategy. (2 Marks each)

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