



# BOWEN UNIVERSITY, IWO

College of Management and Social Sciences

Industrial Relations & Personnel Management Programme

First Semester 2021/2022 Examination

<b>Level</b>	: 400
<b>Course Title</b>	: Conflict and Conflict Resolution in the Workplace
<b>Course Code</b>	: IRP 409
<b>Instruction</b>	: Attempt question 1 and any other two questions
<b>Time Allowed</b>	: 2 Hours
<b>Date</b>	: 17 <sup>th</sup> March, 2022

1. a) Discuss 8 ways with which workplace conflict can be resolved. **24 Marks**  
b) Outline 6 manifestations of Workplace Conflict on the side of employees. **6 Marks**
2. a) Grievance is a feeling that is associated with felt and perceived unfair experience. Describe 6 grievance handling procedures for employees. **18 Marks.**  
b) List two types of Grievances **2 Marks**
3. Conflict can be described as a situation of disagreement within an individual or parties. Identify and discuss 6 levels of Conflict in the Organization. **20 Marks**
4. a) Discuss 4 types of Workplace Conflict **16 Marks**  
b) Give 4 causes of workplace conflict. **4 Marks**
5. a). Both employees and employers can exercise some levels of industrial actions so as to actualize a demand. Succinctly explain 5 Labor Union Industrial Actions **15 Marks**  
b) Outline 5 types of industrial strike. **5 Marks**