

HRM624 solved paper

HRM624 - Conflict Management

*Question No: 1 (Marks: 1) - Please choose one***

*** Which of the following statement is misperception about conflict?*

- ▶ Conflict levels are segregated into multiple situations
- ▶ Delaying the conflicts may leads to destructive behavior
- ▶ Conflicts are only created to gain benefits
- ▶ **Conflict not always leads to an anger*****

Question No: 2 (Marks: 1) - Please choose one***

Which of the following does not restrict innovations?*

- ▶ **Proficiency lack*****
- ▶ Efficient outcomes
- ▶ Limited resources
- ▶ Ongoing systems

Question No: 3 (Marks: 1) - Please choose one***

Application of ADR is promoted in which of the following type of culture?

- ▶ Collectivist
- ▶ Communist
- ▶ Monopolistic
- ▶ Individualistic

Question No: 4 (Marks: 1) - Please choose one***

Customer remained dissatisfied with the shopkeeper's demonstration about the product, it leads to which of the following? *

- ▶ Dispute
 - * ▶ **Collision*****
 - ▶ Distortion
 - ▶ Confusion
- **

*Question No: 5 (Marks: 1) - Please choose one***

*** Which of the following is NOT an important tip for a driver to survive in a Fender-Bender?*

- ▶ Exchange information

- ▶ Keep calm
- ▶ Call the police
- ▶ Start a row***

Question No: 6 (Marks: 1) - Please choose one***

All of the following are dimensions of issue perspective of conflict EXCEPT:*

- ▶ Joint Vs Individual
- ▶ Process Vs Outcome
- ▶ **Tangible Vs Intangible*****
- ▶ Narrow Vs Broad focus

Question No: 7 (Marks: 1) - Please choose one***

*** A conflict which is purely internal and does not involve any other person, is:*

- ▶ Interpersonal conflict
- *▶ **Intrapersonal conflict*****
- ▶ Interpretive conflict
- ▶ Not a conflict

**

*Question No: 8 (Marks: 1) - Please choose one***

*** Which of the following is an internal urge to give good performance and which forces for creativity & innovation?*

- ▶ Reinforcement
- ▶ Determination
- ▶ Confidence
- *▶ **Motivation*****

**

*Question No: 9 (Marks: 1) - Please choose one***

*** While identifying interpersonal conflicts, it is necessary to indicate:*

- ▶ The interests of all involved parties
- ▶ The disputants of a particular conflict
- ▶ The divergent goals of all disputants
- *▶ **All of the given options*** (p#9)**

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*Question No: 10 (Marks: 1) - Please choose one***

*** Many conflicting situations may have more than one:*

- ▶ Activity conflict
- *▶ **Interpersonal conflict*** (p#9)**
- ▶ Intrapersonal conflict
- ▶ Agency conflict

**

*Question No: 11 (Marks: 1) - Please choose one***

*** Why it is important to focus on resources in order to diagnose a conflict?***

- ▶ Helpful in finding other sources of conflict
- ▶ Identify underlying reasons of conflict
- ▶ Identify best available option

*▶ **All of the given options*** (p#8)**

*Question No: 12 (Marks: 1) - Please choose one***

*** The conflict which arises over personal beliefs and deeply held morals & ethics is termed as:***

- ▶ Differences in orientation
- ▶ Conflict over facts

* ▶ **Conflicts over deeply held values*** (p#44)**

- ▶ Threats to self-concept and world view

**

*Question No: 13 (Marks: 1) - Please choose one***

*** Which of the following truly explains the situation in which the disputants are not focusing the real facts and figures of conflict?***

- ▶ Dislodged conflict
- ▶ Misplaced conflict

*▶ **misaligned conflict*****

- ▶ Misattributed conflict

**

*Question No: 14 (Marks: 1) - Please choose one***

*** Conflict can be taken as a challenge and could be transformed into a/an:

- ▶ Threat
- ▶ System

*▶ **Opportunity*** (P#50)**

- ▶ Weakness

**

*Question No: 15 (Marks: 1) - Please choose one***

*** You are a negotiator of party 'A' and negotiator of party 'B' is exchanging the ideas about his party's principles, values and preferences. You are analyzing the:***

- ▶ Constituents & stake holder's interests
- ▶ Other disputant's interests

* ▶ **Disputant's interests*** (p#49)**

- ▶ Own interests

*Question No: 16 (Marks: 1) - Please choose one***

*** All of the following are advantages of understanding the other disputant's interests, EXCEPT:*

- ▶ Disputant is restricted with his own ideas
- ▶ Craft proposals that are acceptable to others
- * ▶ **Avoidance of positional bargaining*** (p#51)**
- ▶ Limit later sabotage that may arouse

**

*Question No: 17 (Marks: 1) - Please choose one***

*** According to Abraham Maslow, the most basic needs are:***

- ▶ Safety needs
- ▶ Security needs
- * ▶ **Physiological needs*** (P#56)**
- ▶ Psychological needs

**

*Question No: 18 (Marks: 1) - Please choose one***

*** The stances of disputants in an interpersonal conflict are known as:*

- ▶ Position
- ▶ Interests
- * ▶ **Bargaining*****
- ▶ Negotiation

**

*Question No: 19 (Marks: 1) - Please choose one***

*** According to the Deutsch's theory which of the following is that cooperation begets?*

- ▶ Exacerbation
- * ▶ **Competition*****
- ▶ Cooperation
- ▶ Escalation

**

*Question No: 20 (Marks: 1) - Please choose one***

*** Who said, "If thou are a master, be some time blind; if a servant, sometimes deaf"?***

- ▶ Robert Gaits
- ▶ Robert Frost
- * ▶ **Thomas Fuller*** (p#62)**
- ▶ Thomas Millar

**

*Question No: 21 (Marks: 1) - Please choose one***

*** Which of the following negotiation style causes loss of both opportunities and benefits?*

* ► Accommodating style***(not sure)

► Compromising style

► Dominating style

► Avoiding style

**

*Question No: 22 (Marks: 1) - Please choose one***

*** Which of the following is relevant to the misperception about conflict management?*

* ► **Increases the possibility to impair a positive resolution*** (P#17)**

► Reduces the alternative ways to handle conflict

► It always leads to become more vicious

► All of the given options

**

*Question No: 23 (Marks: 1) - Please choose one***

*** Which of the following is a clear picture of Individualistic culture?*

► It provides more opportunities to promote an individual

► Its preferences and structures tend to be invisible to inhabitants

► It provides more opportunities to handle a conflict in a better way

* ► **All of the given options*****

**

*Question No: 24 (Marks: 1) - Please choose one***

*** A social conflict as compared to the corporate conflicts can be considered as:***

► Low risky

* ► **More risky*****

► Risk free

► None of the given options

**

*Question No: 25 (Marks: 1) - Please choose one***

*** Conflict is largely considered as: *

► Global phenomenon

* ► **Perceived phenomenon (p#157)**

► Destructive phenomenon

► Constructive phenomenon

**

*Question No: 26 (Marks: 1) - Please choose one***

*** Theory of Social Ecology includes which of the following important institutions for operation of all human beings?*

- ▶ Mass media
- ▶ Court systems
- ▶ School Organizations
- * ▶ **All of the given institutions (P#19)**

Question No: 27 (Marks: 1) - Please choose one***

Which of the following outcomes of a conflict are being observed in the specific context of Pakistan?*

- ▶ Opportunity for change
- ▶ Win-win situation
- ▶ **Competition*****
- ▶ Positive

Question No: 28 (Marks: 1) - Please choose one***

Which of the following is the purpose of adoption of ADR by “Efficiency Wing”?*

- ▶ Divert cases to litigation
- ▶ Save time & money
- ▶ Elapse conflict for long time
- ▶ **Create win-win situation*****

Question No: 29 (Marks: 1) - Please choose one***

After receiving social stimuli, people assign meaning to what they have experienced, which is known as:*

- ▶ Interpretation
- ▶ Perception
- ▶ **Reception (P#29)**
- ▶ Stimulus

Question No: 30 (Marks: 1) - Please choose one***

Which of the following type of justice refers to the fairness of the process?***

- ▶ Distributive
- ▶ **Competitive (P#54)**
- ▶ Procedural
- ▶ Substantive

Question No: 31 (Marks: 5)

what aspect enhance the importance of conflict management?

Question No: 32 (Marks: 10)

what do you know about Dual Concern Model? Discuss in detail.

Answer:

Dual Concern Model

1. The avoiding style, which represents a low level of concern for both self and other;
2. The dominating (or competing) style which represents a high level of concern for self and a low level of concern for other.
3. The obliging (or accommodating) style, which represents a low level of concern for self and a high level of concern for other
4. The integrating (or collaborating or problem-solving) style, which represents a high level of concern for both self and other
5. The compromising style, which represents a moderate level of concern for self and other