

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

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

Many conflicting situations may have more than one:

- ▶ Activity conflict
- ▶ Interpersonal conflict
- ▶ 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

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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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
- ▶ 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

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
- ▶ 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
- ▶ 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.