

CONFLICT MANAGEMENT (HRM624)

SEMESTER SPRING (2009)

QUIZ No. 02

DUE DATE: APR 16<sup>TH</sup>, 2009

TOTAL MARKS: 10

**Instructions**

- This quiz covers lesson No. 09 – 16
- Last date for submission of quiz is **16/04/2009**
- Don't rely only on handouts; use other reference books & material as well.
- All questions carrying equal marks and there is no any negative marking.
- Cheating or copying of quiz is strictly prohibited; No credit will be given to copied quiz.
- Make sure that you upload the solution before due date. No quiz will be accepted through e-mail after the due date under any condition.
- Submit your solution file (word format) in the following shape/form.

Q No.	Selected options
1	b
2	a
3	d

- Once you upload the quiz on LMS, it will not be replaced under any condition.

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**QUIZ**

1. Disputants usually \_\_\_\_\_ in their perceptual frames of reference.
  - a) Do not differ
  - b) Resemble

- c) Differ
  - d) Agree
2. Focusing on resources to diagnose a conflict may:
    - a) Help in finding other sources of conflict
    - b) Ignore underlying reasons of conflict
    - c) Be best possible option available
    - d) All of the given options
  3. Which one of the following mainly shows individuals and their relationships to one another?
    - a) Sociomap
    - b) Sociogram
    - c) Interception
    - d) Determination
  4. In a case the buyer claims that the goods were delivered on October 5, a day late, while the seller argues that they were delivered on October 3. Which type of conflict it is?
    - a) Preferences & nuisances
    - b) Data-type conflict: dispute over law
    - c) Data-type conflict: dispute over facts
    - d) Structural/interpersonal power imbalance
  5. Being in conflict with the wrong person would be the:
    - a) Misattributed conflict
    - b) Misaligned conflict
    - c) Misplaced conflict
    - d) Displaced conflict
  6. Positional bargaining tends to lead to:
    - a) Impasses & bad feelings among disputants
    - b) Better positions for each of the bargainers
    - c) Creative approaches to conflict resolution
    - d) The most integrative outcomes in conflict
  7. As a mediator, you are analyzing the situation where an employee and his manager have a disagreement. You are focusing that how the concerns of other employees will be affected by the settlement. You are analyzing what type of interests?
    - a) Advocate's interests
    - b) The disputant's interests
    - c) Advocate of other disputant's interests
    - d) Constituents and stake holder's interests
  8. Abraham Maslow believed that the most basic needs are:
    - a) Safety needs
    - b) Security needs

- c) Physiological needs
  - d) Psychological needs
9. All of the following are steps which might influence the conflict cycle EXCEPT:
- a) Establishing ground rules for civility
  - b) Pointing out areas of agreement
  - c) Using competitive language
  - d) Assigning joint tasks
10. Of the two major types of justice, \_\_\_\_\_ justice is concerned with whether the outcome of a conflict is fair, while \_\_\_\_\_ justice refers to the fairness of the process.
- a) Substantive; Procedural
  - b) Procedural; Distributive
  - c) Distributive; Substantive
  - d) Distributive; Procedural

*BEST OF LUCK*