

MIDTERM EXAMINATION
Fall 2009

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Ref

No: 17

Time: 60 min

Marks: 45

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

(Page 18) Pressures against Innovation

Here are some pressures against Innovation.

a. We lack proficiency in using new ways and tools.

b. Poor and inefficient outcomes result.

c. Poor and inefficient outcomes likely to be attributed to the innovative ideas or means.

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

(Page 20) **ADR**

ADR can be thought of as a radically innovative set of ways and means and a radically different method for the resolution of conflict imposed on a culture featuring an adversarial and individualistic approach to dispute resolution.

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**

(Page 03) Here are some important tips that every driver must be familiar with.

1. Keep calm
2. Call the police
3. Exchange information
4. Consider your deductible
5. Contact your insurance company
6. Get an estimate and repairs

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

(Page 23) **c. Issues perspective**

- . Process versus outcome
- . Narrow versus broad focus
- . Monetary or economic versus non monetary, tangible or intangible
- . Prospective versus retrospective

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

(Page36) Conflict: interpersonal or intrapersonal

Understand the nature of conflict: is it interpersonal or intrapersonal?

Example: Divergent views of a father and son. The son wants to pursue a career based on his understanding about his own limitations while the father wants a hi fi career for his son. Both want the good career for the boy; there is no inter-personal conflict. It is actually an intrapersonal conflict. The conflict is within the person of the boy. He misinterprets the feelings of his father and thought about the existence of conflict between him and his father.

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

(Page 33) Identifying Interpersonal Conflict

- Analyze the situation carefully to ensure it really is “interpersonal” and not an “inner conflict.”
- Identify the disputants, and the divergent goals and interests that create the interpersonal conflict.
- Now, start diagramming or mapping the conflict.

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

Many conflicting situations may have more than one:

- ▶ Activity conflict
- ▶ Interpersonal conflict

- ▶ Intrapersonal conflict
- ▶ Agency conflict

(Page 36) When focusing on a dispute, it is useful to identify other conflicts involved in the dispute. Usually several interpersonal conflicts are involved but they are hidden.

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

(Page 41)

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

(Page 50) Conflict can be taken as a challenge and could be transformed into an opportunity

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

(Page 51)

The other disputant

Enables the negotiator to craft appealing proposals

Avoids errors of judgment about how to resolve the conflict

Sabotage by a disputant whose deep-seated interests are not addressed by the resolution of the conflict

Avoids the pitfalls of positional bargaining

Enables the negotiator to (if necessary) tailor coercive measures to the disputants interests

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

(Page 63) Cooperation begets cooperation and competition begets competition.

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

(Page62) If thou are a master, be some time blind; if a servant, sometimes deaf. **Thomas Fuller**

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

(Page 83) 1. The *avoiding* style, which represents a low level of concern for both self and other;

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

(Page 01) Conflict is largely a perceived 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

(Page 26) “Efficiency wing” adopts ADR to save time and money, divert cases out of litigation

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

(Page 29) Disputant interprets what he or she has seen/heard/sensed

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

(Page 54) Procedural justice refers to the fairness of the process used to reach a given outcome.

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

Pareto-efficiency: The quality of a settlement agreement or another social arrangement to maximize overall value to the participants by allocating specific resources to those who value them most.