



Uva Wellassa University



Faculty of Management

**Degree of Bachelor of Business Management and
Entrepreneurship**

Year 3 Semester II Examination – June/July 2009
EMG 372-2 Conflict Management



Section - III

Answer Question No. 1 for 50 marks **OR** Question No. 2 & 3 of 25 marks each.

(Student are not permitted to answer in combinations)

Question No. 1

(a) Compare and contrast two bargaining strategies that you have learnt with four (4) bargaining characteristics. (10 marks)

(b) Draw up Thomas and Kilmann Conflict Mode Instrument (Grid) (5 marks)

Apply your knowledge to following situation and answer the question.

(c) Margrete and Caraline were two sisters who inherited 165 perch land at their home town Kaduwela. Even though both were not living now when they were alive they drew a partition deed and separated their lands which were both having road frontage. Caraline had only one child a daughter school head mistress by profession Mrs. Kamani respected amongst the cousins and also eldest the amongst all cousins. Who owned 82.5 perch via deed of gift from her mother where as Margrete did not wrote a deed or left a will thus compelling children to come to amicable equal settlement who was a widower at the time of demise.

Margrete had four children Ajith, Sujith, Nimal & Anoma(all adults). Out of those Nimal is considered to be a bad egg and do not get on with at least two brothers. At the same time all of they seem financially well off compared with Mrs. Kamani. Kaduwela Pradeshiya Sabha requirement is 5 perch land for road allocation either for Margrete's or Caraline's portion of land individually or for both the lands combined road. Both Kamani and Anoma are considering development of the land jointly and disposing it off or at least demarcating Anoma's portion of the land and other brothers land share which is an undivided share out of mother Margrete's inheritance which does not require testimony case. I.e. just partition deed amongst four siblings would suffice. (Student should not consider legal aspects but only a dispute resolution knowledge application)

- i. Kamani suggest to her cousins to set apart 5 perch in total from both lands equally and divide amongst the cousins of her aunt's share. So that any one can sell or developed own share with a road way and boundary. How do you categorize Kamani's suggestion out of two bargaining strategies? (In one sentence) Justify your identification of bargaining strategy of Kamani in the light of four bargaining characteristics you are that you are familiar with. Why do you think Kamani need to get involve any monetary advantage? (10 marks)
- ii. If you are a trusted neutral person known to Margrete's family surviving members what are your proposal to four children to divide the land and at least two possible methods of allocation of the land amongst themselves. (5marks)
- iii. If Nimal is refusing to divide the land in any equal proportion or any other methodology under what conflict resolution style that you will categorize his strategy. State the reason of your categorization and circumstances under which Nimal acts in point form. (10 marks)
- iv. If common road way is not considered by cousins what options available for Kamani for her to either to develop the land or to dispose it with a road way. (5 marks)
- v. If there were no disharmony amongst Margrete's children what strategy would you expect them to adopt and reason out the same. (5 marks)
- (Total 50 marks)

OR

Question No. 2

- (a) What is arbitration? State shortly binding arbitration and non binding arbitration and the characteristics that determine the binding nature. (6 marks)

(b) Navackrama Engineering Ltd (NE Ltd) is an engineering firm entered in to a contract with Boutique Hotels Ltd to construct a fully pledged boutique hotel at Wadduwa sea beach for a British investor. Contract was signed in Sri Lanka and it did contain a binding arbitration clause of a three panel arbitrator's alternate dispute resolution method.

On completion of the contract Navackrama Engineering Ltd was not paid their final bill amounting to Rs.5 million due to various disputes that were brought in.

You as a general manager of (NE Ltd) required advising the managing director of your firm a memo in point form.

- i. Advantages of arbitration (3 marks)
- ii. Issues in arbitration (3 marks)
- iii. Arbitrator's general and specific qualifications (5marks)
- iv. Arbitration process (5 marks)
- v. In the event of successful arbitration award in your favour if Boutique Hotels Ltd do not honor the award what remedy available to (NE Ltd). (3 marks)

(Total=25 marks)

Question No. 3

- a) What are the work place sources of conflict that you have learnt? (3 marks)
- b) Describe following
 - 1. Grapevine in organization setting
 - 2. Boycott
 - 3. Collective bargaining
 - 4. Injunction
 - 5. Conflict simulation

(5marks)



c) Write four (4) indicators of conflict in the domain of employee/ labour relations

(4marks)

d) Draw the hub and spoke of work place collaboration in relation to the university. (3 marks)

e) Write five (5) examples of collaboration you can think of with five different types of stakeholders in the (d) above in brief.

(10 marks)

(Total 25 marks)