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SN	PCR CODE	QUESTION	OPTION A	OPTION B	OPTION C	OPTION D	ANS
1	PCR711	The ABC Triangle analytical tool presents conflict as having which of the following underlying elements?	The context or situation	The behaviour of the disputing parties	Their attitudes	All of the above	D
2	PCR711	The theory according to Newell and Stutman (1988 and 1991) which argues that communication is not just words, but activity that two or more people come together to co- create is known as what?	Integrative Theory	Attribution Theory	Confrontation Episode Theory	Social Influence Theory	C
3	PCR711	What can be described as any form of confrontation between two or more parties resulting from ‘a situation where (these) two or more interdependent groups or systems of action have incompatible goals?	Transformation	Struggles	Conflict	Reconciliation	C

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4	PCR711	The various dispute management techniques, which allows for introduction of a neutral third party intervention is known as what?	Alternative Dispute Resolution	Litigation	Confrontation	None of the above	A
5	PCR711	Conflicts may occur due to all of the following factors except one.	Proper information	Resources	Values	Psychological needs	A
6	PCR711	All the following except one are the different dimensions of perceptions in causes of conflict.	Intrapersonal perception	Extra-ordinary perception	Perception of situation/environment	Interpersonal perceptions	B
7	PCR711	Which of the following can be the reason for embracing ADR?	Participation	Cost	Time	All of the above	D
8	PCR711	Which of the following is not a Conflict Resolution Method?	Negotiation	Mediation	Arbitration	Referendum	D

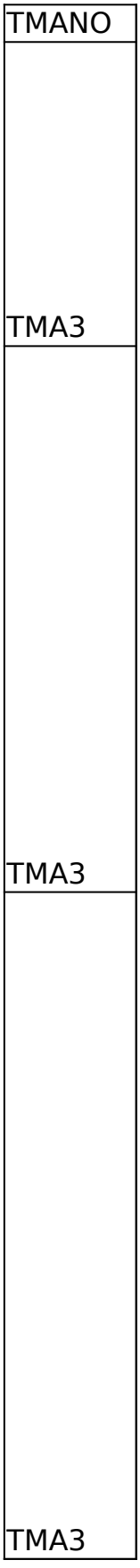
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9	PCR711	The stages or conditions to consider in the analysis of any conflict situation should include which f the following:	Context	Conflict History	Power	All of the above	D
10	PCR711	Which of the following is not an advantage of ADR?	Agreement comes with compulsion	Does not consume much time	Cost effective.	Cheaper than court process	A

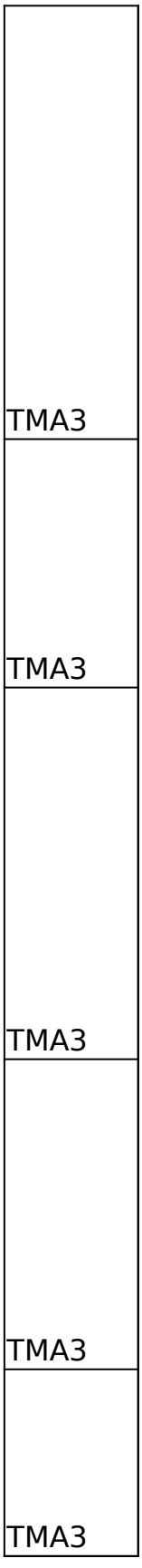
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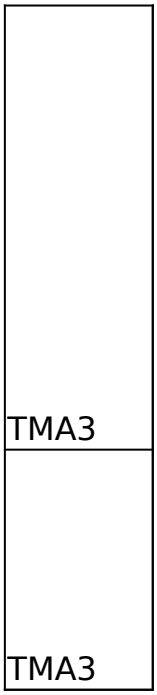
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