



UNIVERSITY OF THE PUNJAB

Seventh Semester 2017

Examination: B.S. 4 Years Programme

Roll No.

PAPER: Conflict and Alternative Dispute Resolution TIME ALLOWED: 2 hrs. & 30 mins.
Course Code: SOC-404 MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

Part B

Short Questions (4*5)

1. What is negotiation?
2. Define mediation and its elements.
3. Explain briefly conflict resolution training.
4. What is hybrid? Dispute resolution process.

Part C

Descriptive Questions (3*10)

1. Explain the process and outcome of negotiation.
2. Explain the philosophical and ethical issues in mediation.
3. What are the mechanisms of alternative dispute resolution?



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Course Code: SOC-404 MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

Note: **No Choice paper.** All questions to be attempted.

Part-I (10 marks)

Read the statement and put tick mark (✓) at appropriate place.
Each correct answer is = 1 mark.

T / F	Conflict resolution training can make you an effective participant in decision made for aging loved ones.
T / F	If you are in a teaching profession, you will be able to better respond to conflict situation involving students and their families.
T / F	Fundamental communication skills are important in conflict management such as listening, checking for accuracy in what you heard and reflecting.
T / F	If there is impasse in mediation, you have to manage it with calm, patience and respect.
T / F	If there is impasse, it is not appropriate to a break for some time to regain energy to focus on the challenge.
T / F	Arbitration is a procedure in dispute is submitted by the two parties to one or more arbitrators.
T / F	Arbitration is possible even if two parties don not agree to it.
T / F	In contrast to mediation, a party can withdraw unilaterally from the arbitration.
T / F	A hybrid dispute resolution process combines elements of two or more rationally processes into one
T / F	Med-arb or other hybrid processes are generally used where parties believe a given dispute is likely to require elements of two or more processes.



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Part B

Short Questions (4*5)

1. What is arbitration?
2. Define mediation and its elements.
3. Define dispute resolution.
4. Briefly explain the role of mediator.
5. Define substantive law.

Part C

Descriptive Questions (3*10)

1. Explain the ethical issues in negotiation.
2. Explain the forms and functions of mediation
3. What are the mechanisms of alternative dispute resolution?



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Part A

Multiple choice question

(1*10)

Circle (0) only one number of the most appropriate answer. Each correct answer.

1. Impasse is a point within a dispute in which:
 - i) Parties are unable to find effective solution
 - ii) People feel stuck and frustrated
 - iii) People feel angry and disillusioned
 - iv) All of the above
 - v) None of the above
2. Arbitration Act is defined as unless there is anything repugnant in the subject:
 - i) Arbitration agreement means a written agreement to submit present or future differences to arbitration
 - ii) "Award" means a arbitration award
 - iii) "Court" means a civil court having jurisdiction to decide the dispute
 - iv) All of the above
 - v) None of the above
3. The mediation conflict list (MCL) helps to:
 - i) Understand the disputants needs and goals
 - ii) Understand disputants demands, offers and settlement negotiations
 - iii) Understand disputants underlying interests and unique issues to be resolved
 - iv) All of the above
 - v) None of the above
4. to overcome impasse within the parties, the best techniques are to:
 - i) Take a break, often things get better when you return
 - ii) Ask the parties to leave aside the difficult issues and preferably discuss easy issues.
 - iii) Ask each party to explain their fears about the issues
 - iv) All of the above
 - v) None of the above

(P.T.O.)

5. The principle characteristics of arbitration are:
- i) Arbitration is consensual
 - ii) Arbitration is natural
 - iii) Arbitration is confidential procedure
 - iv) All the above
 - v) None of the above
6. There are many forum of hybrid process which include:
- i) Special master
 - ii) Fact findings
 - iii) Summary jury trails and mini trials
 - iv) All of the above
 - v) None of the above
7. The process of negotiation does not include:
- i) Agreement
 - ii) Negotiate towards win-win outcome
 - iii) Implementation of a course of action
 - iv) One of the above
 - v) None of the above
8. In any negotiation, the following elements are not important to achieve the goals.
- i) Attitudes
 - ii) Knowledge
 - iii) Interpersonal skills
 - iv) All of the above
 - v) None of the above
9. Interpersonal communication skills may include
- i) Effective verbal communication
 - ii) Reducing misunderstandings
 - iii) Assertiveness and dealing with difficult situations
 - iv) One of the above
 - v) All of the above
10. Due to the nature of interpersonal relationships, the need for mediation training and conflict resolution skills can benefit professionals in many settings, including:
- i) Hospitals and health care
 - ii) Faith-based organization
 - iii) Victim advocacy
 - iv) All of the above
 - v) None of the above



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Roll No. in Fig.

Roll No. in Words.

PAPER: Conflict and Alternative Dispute Resolution
Course Code: SOC-404 Part-I (Compulsory)

MAX. TIME: 15 Min.

MAX. MARKS: 10

Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

Q.1. Encircle the right answer, cutting and overwriting is not allowed. (1x10=10)

1. An agreement enforceable by law is called
 - a) An agreement
 - b) Contract
 - c) Both (a) and (b)
 - d) None of the above
2. A person holds _____ power when he influences others by coercing, threatening, harming and irritating.
 - a) Coercive
 - b) Normative
 - c) Reward
 - d) Expert
3. In order to convert a proposal into a promise the acceptance must be
 - a) Conditional
 - b) Unconditional
 - c) Absolute
 - d) None of above
4. A dispute between two neighbors can be example of _____ power.
 - a) Expert
 - b) Reward
 - c) Ecological
 - d) Social
- 5 The influence which is deliberate or purposive in nature may be called _____.
 - a) Motivation
 - b) Power
 - c) Integration
 - d) None of above

P.T.O.

6. The form of negotiation in which the negotiation is facilitated by a neutral third party is:
- a) Mediation
 - b) Agent or advocate-assisted negotiation
 - c) Nonbinding evaluation
 - d) Arbitration
7. Decision of arbitration is
- a) Binding on parties
 - b) Partially binding
 - c) Not binding
 - d) None of these
8. The first step in conflict diagnosis is to describe the _____.
- a) Conflict
 - b) Disputant
 - c) Motives
 - d) Position
9. Indo-Pakistan conflict in 1965 was a:
- a) Non-war Armed conflict
 - b) War
 - c) None of these
 - d) Just border conflict
10. The term Men of War signifies:
- a) Military personal
 - b) An aircraft carrier
 - c) A warship
 - d) None of these



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PAPER: Conflict and Alternative Dispute Resolution

Course Code: SOC-404 Part – II

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Questions with Short answers

Marks: (4 x 5 = 20 Marks)

Q.2. Explain the following with examples

1. Types of ADR
2. Timing and Climate Setting
3. Case preparation
4. Forms and Functions.

Questions with Brief answers

Marks: (10 x 3 = 30 Marks)

Q.3. Write detailed note on the following:

3X10= 30 marks

1. What is the Mediation Training? Explain its Conflicts, Causes and responses with examples.
2. What are the common errors in the role of Mediator? Explain its objectives before and during the mediation process.
3. What is Arbitration Act? Briefly Explain it.



Q.1. Answer the following short questions: (6x5=30)

- 1-How does confidentiality favour the adoption of Alternative Dispute Resolution process ?
- 2-What essential qualities are necessary for choosing mediator?
- 3-What are the forms and functions of mediation process ?
- 4- What is the process of Arbitration?
- 5-What do you know about the term "summary jury trials".
- 6-Which factors make Alternative Dispute Resolution favourable against litigation?

Q.2. Answer the following questions. (3x10=30)

- 1_ What is Alternative dispute resolution? What are the merits and demerits of this method in the settlement of disputes among people?
- 2_ Define mediation .What are the objectives before and during the mediation process .
- 3_ How does mediator deal with impasse ,hostile parties and manipulative parties ?