

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

INDUSTRIAL RELATIONS – CBU 2107

Supplementary examination Paper

August 2015

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Mr K P Mehlo

INSTRUCTIONS TO CANDIDATES

1. Answer any **four** (4) questions

INFORMATION TO CANDIDATES

1. All questions carry 25 marks each.
2. Questions may be answered in any order.
3. Credit will be given for the use of appropriate examples.
4. This paper contains seven questions.

MARK ALLOCATION

| QUESTION | MARKS |
|-----------------|--------------|
| 1. | 25 |
| 2. | 25 |
| 3. | 25 |
| 4. | 25 |
| 5. | 25 |
| 6. | 25 |
| 7. | 25 |

Question 1

‘The actors or active participants comprise: first, a hierarchy of managers and their representatives; second a hierarchy of non-managerial employees and their spokesmen; and third, any specialized third-party agencies whether originating from governmental or private sources’
Adapted from D. Farnham and D. Pimlott (1979 :59)

With reference to the statement given above explain the Systems Model of industrial relations.
[25 marks]

Question 2

Discuss the following concepts:

a) Conciliation, [7 marks]

b) Mediation [6 marks]

c) Arbitration. [12 marks]

Question 3

Discuss the role played by collective bargaining in the work place. [25 marks]

Question 4

Explain the methods used by trade unions to achieve their objectives. [25 marks]

Question 5

Explain the role played or (shop steward) at the work place. [25 marks]

Question 6

‘Whether a living wage is achieved and felt to be fair depends upon the individual circumstances of the employee such as the size of the family household, its outgoings and the number household incomes’.

With reference to the above statement, explain the element of fairness in industrial relations.

[25 marks]

Question 7

What is work from a labour relations perspective? [25 marks]

END OF EXAMINATION

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