

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

INDUSTRIAL RELATIONS – CBU 2107

First Semester Examination Paper

December 2014

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Mr K P Mehlo

INSTRUCTIONS

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

‘In other words, the unitary frame of reference denies the validity of conflict in industry whether between management and employees, between management and unions, or even between the organization and its customers.’

With reference to the statement above explain the unitary perspective of the industrial relations theory. **[25 marks]**

Question 2

Discuss the causes of wage differentials in the Zimbabwean economy. **[25 marks]**

Question 3

(a) What is collective bargaining? **(5 marks)**

(b) Discuss any four processes in collective bargaining. **[20 marks]**

Question 4

You have been appointed or elected a shop steward at Rubber Products, discuss the functions you will be expected to perform in this role.

[25 marks]

Question 5

‘Trade Unions are to champion the workers’ cause’. Explain any five methods used by them to accomplish this. **[25 marks]**

Question 6

Explain any five causes of conflict in productive organizations? **[25 marks]**

Question 7

Explain any five of the areas covered in employment policies. **[25 marks]**

END OF EXAMINATION

Page 2 of 2