



“Investing in Africa’s future”

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

INDUSTRIAL RELATIONS –MMS 307

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2019

LECTURER: MRS. PAMELA MUTSINZE

DURATION: 3 HOURS

INSTRUCTIONS

Answer **ALL** the questions in **Section A** and any **Two Questions** from **Section B** and each question in Section B has **25** marks. Total possible mark is **100**.

Start **each** question on a new page on your answer sheet.

The marks allocated to **each** question are shown at the end of the section.
All codes should be in **VB.Net**

SECTION A:

Answer ALL questions in this section.

Mark allocations per question are as indicated.

1. Briefly explain the role played by the following in industrial relations:-
 - (i) Employer [2]
 - (ii) Employee [2]
 - (iii) State / Government [2]
2. Define and briefly explain the following terms:-
 - (i) Common Law [1]
 - (ii) Mediation [1]
 - (iii) Cost of Living Adjustment [1]
 - (iv) Dispute of Right [1]
 - (v) Code of Conduct [1]
3. What is the difference between an ILO Convention and ILO Recommendation [2]
4. Give any two ILO Conventions which were ratified by Zimbabwe [2]
5. Explain three duties of the Employer in an employment relationship under each of the following:-
 - (i) The Common law [3]
 - (ii) The Constitution [3]
 - (iii) The Labour Act [3]
6. Identify two sources of organizational conflict and suggest the ways of avoiding such conflict to occur [4]
7. Citing examples, distinguish between a dispute of right and a dispute of interest. [2]
8. Briefly explain three (3) strategies employed by management in order to gain full control of the labour process.[3]
9. Define the term “collective job action” and state the legal provisions of collective job action in Zimbabwe [2]
10. State three reasons why employees do not want to join trade union[3]
11. Briefly discuss the purpose of the Zimbabwe Labour Act [Chapter 28:01] [3]
12. State and explain any four core ILO labour standards [4]
13. Define the term “grievance” and give two way which can be used by management to deal with employees’ grievances [3]
14. In industrial relations what is the difference between a disagreement and a conflict [2]

SECTION B:

Choose and answer TWO full essay Questions from this section. Each full Question is worth 25marks.

QUESTION 1

Explain in detail what labour law is and discuss the various sources of labour law. [25]

QUESTION 2

A contract of employment is an essential document in an employment relationship. With reference to the provisions of the Labour Act [Chapter 28:01], explain what is a contract of employment is and discuss the essential elements of an employment contract. [25]

QUESTION 3

Discuss in detail any three conflict resolutions methods which can be used to resolve labour disputes. In your discussion, make reference to the Zimbabwean case. [25]

QUESTION 4

Discuss the importance of industrial relations and give an analysis of any three industrial relations theories / perspectives and how each theory view the role of trade unions, collective bargaining and industrial disputes [25]

END OF PAPER