



***"Investing in Africa's Future"***

**COLLEGE OF BUSINESS, PEACE, LEADERSHIP & GOVERNANCE**

**COURSE CODE AND TITLE: MMS 307:INDUSTRIAL RELATIONS**

**END OF FIRST SEMESTER EXAMINATIONS: ( 2019/2020)**

**LECTURER: (A D MUSHONGA)**

**DURATION: (3 HRS)**

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***INSTRUCTIONS***

- 1. You are required to select and answer any 5 questions.**
- 2. Conceptual models and frameworks will earn you marks**
- 3. Each question carries 20 marks**



1. Contrast and compare the industrial relations concepts of pluralism and unitarism.
2. Discuss the economic interests of buyers and sellers of labour services and how good employee relations go about reconciling the two divergent interests.
3. Given the potentially conflictual nature of the employment relationship, there are a number of institutional arrangements by which conflicts of interest between the parties to the work-pay bargain may be resolved. Discuss the four approaches to resolving conflict in employee relations, which combine collective and individual processes with voluntary and legal methods of conducting employee relations
4. Briefly explain the Industrial Relations System according to Professor Dunlop.
5. What has culture got to do with employment relations? Critically discuss.
6. Compare and contrast employee relations and industrial relations
7. Discuss fully:
  - a. the main functions of a trade union
  - b. the fundamental objective, and
  - c. the other objectives of a trade union