



"Investing in Africa's Future"

(MANAGEMENT & ADMINISTRATION)

COURSE CODE AND TITLE: MMS 307: INDUSTRIAL RELATIONS

END OF FIRST SEMESTER EXAMINATIONS: (NOVEMBER/DECEMBER 2016)

LECTURER: (A D MUSHONGA)

DURATION: (3 HRS)

INSTRUCTIONS

1. You are required to select and answer any 5 questions.
 2. Each of your answers should not exceed 3 A4 sides.
 3. Conceptual models and frameworks will earn you marks
 4. Each question carries 20 marks
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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. Compare and contrast employee relations and industrial relations
5. Discuss fully:
 - a. the main functions of a trade union
 - b. the fundamental objective, and
 - c. the other objectives of a trade union
6. What are the key elements of a strategy for managing industrial relations?

END OF PAPER