



**AFRICA
UNIVERSITY**

(A United Methodist-Related Institution)

"Investing in Africa's Future"

FACULTY OF MANAGEMENT AND ADMINISTRATION

COURSE TITLE: MMS307 INDUSTRIAL RELATIONS

SEMESTER 1: CONVENTIONAL EXAMINATION, November 2014

LECTURER: MUSHONGA A D

INSTRUCTIONS

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

1. In what ways does Employee Relations differ from Industrial Relations?
2. Discuss fully:
 - a. the salient features of Taylor's Scientific Management,
 - b. the implications of Taylorism on Industrial Relations, and
 - c. the Trade Union reaction to Taylorism
1. 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
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. Discuss:
 - a. the fundamental objective, and the other objectives of a trade union
 - b. the main functions of a trade union
4. Describe fully, the key industrial relations concepts of :
 - a. collective bargaining and
 - b. Unitarism

END OF PAPER