



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF BUSINESS LEADERSHIP

BACHELOR OF COMMERCE

JANUARY-APRIL 2019 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: BUH4113

COURSE TITLE: EMPLOYEE RELATIONS

EXAM DATE: WEDNESDAY 10th APRIL 2019

DURATION: 3 HOURS

TIME: 2:00PM-5:00PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- Answer **Question ONE** and any other **FOUR** questions
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE: COMPULSORY

- a) Identify **four** characteristics of a good report (4mks)
- b) Explain **three** merits of employee participation (6mks)
- c) Outline **four** components of emotional intelligence (4mks)
- d) Discuss **five** reasons for employee involvement in management (10mks)
- e) With an aid of a diagram describe the communication process (10mks)
- f) Explain **three** grounds for summary dismissal (6mks)

QUESTION TWO

- a) Highlight **three** objectives of counselling in an organization (3mks)
- b) Discuss **two** advantages of written communication (4mks)
- c) Explain the significance of communication in an organization (8mks)

QUESTION THREE

- a) Identify **three** models of emotional intelligence (3mks)
- b) Explain **three** effects of emotional intelligence to an employee (6mks)
- c) Discuss **three** signs of potential grievances in an organization (6mks)

QUESTION FOUR

- a) Identify **five** essentials of an effective communication (5mks)
- b) Explain **five** causes of indiscipline in an organization (10mks)

QUESTION FIVE

- a) Outline **five** effects of positive discipline (5mks)
- b) Explain **five** ways of minimizing grievances in an organization (10mks)

QUESTION SIX

- a) Highlight **three** types of problems faced by decision makers in organizations (3mks)
- b) Outline **Four** effects of wrongful dismissal (4mks)
- c) Explain **Four** causes of grievances in organizations (8mks)