



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF BUSINESS LEADERSHIP

BACHELORS OF COMMERCE

JANUARY – APRIL 2018 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: BUH4113

COURSE TITLE: EMPLOYEE RELATIONS

EXAM DATE: FRIDAY 13th APRIL 2018 (5:00AM-MIDNIGHT)

DURATION: 2HOURS

INSTRUCTIONS

- This examination script consists of **Six (6)** questions.
- ANSWER ANY FOUR QUESTIONS.
- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.

QUESTION 1

Describe the counseling process at the work place. (10 Marks)

QUESTION 2.

Discuss five forms of workers participation at the work place. (10 Marks)

QUESTION 3

Discuss the concept of employee termination of employment. (10 Marks)

QUESTION 4

Explain the concept of emotional intelligence and clearly discuss the various components of emotional intelligence. (10 Marks)

QUESTION 5

Describe the steps that a human resource manager should follow in order to ensure that the decisions made at the work place are effective. (10 Marks)

QUESTION 6

Discipline can be conceived of having two faces. One is positive discipline and the other is negative discipline. Describe how a human resource manager can apply the two faces of discipline at the work place. (10 Marks)