



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS LEADERSHIP
BACHELORS OF COMMERCE
MAY – AUGUST 2018

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUH4113 | CHR302

COURSE TITLE: EMPLOYEE RELATIONS

EXAM DATE: MONDAY 13TH AUGUST 2018

TIME: (6.00AM-Midnight)

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer **FOUR** questions out of the **SIX** provided
- **QUESTION ONE** is compulsory
- *Write clearly and legibly.*
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE (Compulsory)(10 Marks)

- a) Explain **THREE** forms of grievances in an organization (6 Marks).
- b) State **FOUR** reasons why worker participation should be encouraged in our organization(4 Marks).

SECTION B

Answer THREE questions only **{30 Marks}**

QUESTION TWO

- a) Explain **THREE** causes of indiscipline in the organization (6Marks)
- b) Identify **FOUR**principles for maintaining discipline in workplaces (4Marks)

QUESTION THREE

- a) According to Eisenberg & Delaney, explain**THREE** aims of counseling (6Marks).
- b) Elaborate **TWO** benefits of establishing a counseling center within the workplace (4Marks).

QUESTION FOUR

- a) Examine **THREE** important factors of communication to the organization (6 Marks).
- b) Explain **FOUR** barriers to effective communication (4 Marks).

QUESTION FIVE

- a) Discuss **TWO** models of Emotional Intelligence (4 Marks).
- b) According to Goleman (1995), discuss **THREE** Components of Emotional Intelligence (6 Marks).

QUESTION SIX

- a) Discuss**FOUR**valid grounds for summary dismissal (8 Marks).
- b) Elaborate at least **TWO**Legal criteria employers should follow before termination (2 Marks).

