



BUH4113/CHR 302: EMPLOYEE RELATIONS

ONLINE EXAMINATION

TIME: 2HOURS

Instructions

- i) This exam paper contains SIX questions carrying 10 marks each.**
 - ii) Answer Question 1 (Compulsory) and any other three questions**
 - iii) Read each question carefully before attempting.**
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QUESTION 1 – COMPULSORY

- a) Discuss three reasons why it would be important for the employee relations manager to have good knowledge of labour laws. (6 marks)
- b) The common forms of employee participation and joint consultation derive from the active use of the various kinds of small group activities and mechanisms. Explain at least four of these forms. (4 Marks)

QUESTION 2

- a) Identify four roles of employers in maintaining harmonious employee relations (4 marks)
- b) Discuss any three types of separation in modern organizations. (6 Marks)

QUESTION 3

- a) You are required to develop the Grievance procedure for an organisation. Explain any three features of an effective grievance procedure. (6 Marks)
- b) Discuss two major benefits of Tripartite Cooperation at industry level (4 Marks)

QUESTION 4

A significant number of staff take time off work as a result of stress. Write a report to present to your Director in which you:

- (a) Analyze four reasons why any organisation should be concerned about the stress levels of staff (4 marks)
- (b) Evaluate three ways in which you believe your organisation could best manage stress (6 Marks)

QUESTION 5

Discipline Management at the workplace is a major concern for any effective organisation.

- a) Describe two ways Managers can establish a positive discipline climate at the workplace (4 Marks)
- b) Explain any three disciplinary actions available when employees fail to meet expected levels of performance or conduct (6 Marks)

QUESTION 6

Discuss Thomas Kilmann's five approaches to addressing or resolving conflicts at the workplace (10marks)