

BINDURA UNIVERSITY OF SCIENCE EDUCATION  
FACULTY OF COMMERCE  
DEPARTMENT OF HUMAN CAPITAL MANAGEMENT  
INDUSTRIAL RELATIONS (HCM 105)  
DURATION: 3 HOURS

JUN 2024

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**INSTRUCTIONS TO CANDIDATES**

1. Answer any **FOUR** questions.
2. No unauthorized material or items should be brought into the examination room.

**Question 1**

Discuss the **three (3)** main theories of Industrial Relations. Use relevant examples to support your answer.

(25marks)

**Question 2**

Using an organisation of your own choice, examine the *Positive approach* to disciplinary action versus *Negative approach* to disciplinary action.

(25 marks)

**Question 3**

- a) Outline the ways in which the cultural background of individual workers in an organisation may hinder the attainment of interpersonal relations at the workplace.

(10 marks)

- b) Explain the role of the State in Industrial Relations

(15 marks)

**Question 4**

(a) Explain any **four (4)** fundamental rights of employees (12 marks)

(b) Discuss Conciliation and Arbitration as forms of resolving internal disputes at the workplace. (13 marks)

**Question 5**

Discuss the significance of Elton Mayo's Human Relations Theory in Industrial Relations.

(25 marks)

**Question 6**

Using an organisation of your own choice, critically evaluate the significance of Industrial Relations. (25 marks)

**End of Paper**