

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**BACHELOR OF ENVIRONMENTAL SCIENCE DEGREE**  
**ESM 407**  
**BES PART IV EXAMINATION**  
**Industrial labour relations**

**2 HOURS (70 MARKS)**

 **JUN 2023**

**INSTRUCTIONS**

Answer **three** questions out of the **five** questions. You must answer question **one** from SECTION A and any **two** from SECTION B

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**SECTION A (COMPULSORY)**

1. (a) Define the following:

[2 Marks]

- i. Industrial labour relations,
- ii. Industrial dispute,
- iii. Trade Union
- iv. Picketing,
- v. Collective bargaining
- vi. Tripartite
- vii. Mediation
- viii. Grievance
- ix. Grievance procedure
- x. Communication
- xi. Geraho

[2 Marks]

[2 Marks]

[2 Marks]

[2 Marks]

[2 Marks]

[2 Marks]

[2 Marks]

[2 Marks]

- xii. Craft union [2 Marks]  
(b) Explain any four major causes of industrial disputes.. [8 Marks]

**SECTION B**

2. (a) Describe the grievance procedure. [10 Marks]  
(b) Explain the qualities of a good negotiator. [10 Marks]  
3. (a) Explain the different types of trade unions. [10 Marks]  
(b) Explain any five roles of a worker's union. [10 Marks]  
4. Discuss any four theories of industrial labour relations. [20 Marks]  
5. Discuss the roles of the labour court of Zimbabwe. [20 Marks]

*End of paper*