

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING

**PROGRAMME: DIPLOMA IN PUBLIC RELATIONS AND CORPORATE
REPUTATION MANAGEMENT**

EMPLOYEE RELATIONS

PR011

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Answer any **FOUR** questions.
2. Start each question on a new page.
3. Each question carries 25 marks
4. NO cell phones are allowed in the examination room.

JUN 2023

QUESTION ONE

What drawbacks on the part of the organisation may cause indiscipline among employees?
[25 MARKS]

QUESTION TWO

- a) What is the difference between employee involvement and participation
(10 marks)
- b) What are the aims of management when introducing employee involvement?
(15 marks)

[25 MARKS]

QUESTION THREE

Identify and explain five approaches to managing conflict. **[25MARKS]**

QUESTION FOUR

Discuss the factors affecting industrial relations in Zimbabwe. **[25 MARKS]**

QUESTION FIVE

Write short notes of the following terms:

- | | |
|----------------------------|-----------|
| (a) Managerial prerogative | (5 marks) |
| (b) Tripartism | (5 marks) |
| (c) Authority | (5 marks) |
| (d) Collective bargaining | (10marks) |

[25 MARKS]

QUESTION SIX

Using the three main types of contracts learnt in this module, discuss the view that all contracts are agreements, but not all agreements are contracts.

[25 MARKS]

END OF PAPER