



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**

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**FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING**

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**DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT**

**EXAMINATION PAPER**

**COURSE CODE** : CBM224  
**COURSE TITLE** : INDUSTRIAL RELATIONS  
**DURATION** : 3 HOURS  
**DATE** : 06 OCT 2022  
**SPECIAL REQUIREMENTS** :

**INSTRUCTIONS TO CANDIDATES:**

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets [ ]

**Answer any 4 questions. Each question carries equal marks (25)**

1 The Unitary Approach to Industrial Relations has been described as unrealistic. Discuss.(25)

2 Analyse the critical elements that should be considered by negotiators for effective negotiations to take place. (25)

3 Analyse the nature and causes of industrial conflict and the various ways that are used to contain it.(25)

4 Describe the role of the a) employers' association (12)

b) ZCTU (7)

c) ILO (6)

5 Discuss the reasons why employees join trade unions as well as the factors that discourage others to obtain membership in such organizations.(25)