



ZIMBABWE EZEKIEL GUTI UNIVERSITY
FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS
**DEPARTMENT OF ACCOUNTING, FINANCE AND HUMAN CAPITAL
MANAGEMENT**

EXAMINATION PAPER

COURSE CODE : CHR 122
COURSE TITLE : INDUSTRIAL RELATIONS
SPECIAL REQUIREMENTS : NONE
DURATION : 3 Hours
LEVEL : 1.2
DATE : 11 JUN 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. The number of marks for each question or part question is shown in brackets []
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU.**

Question 1

Discuss the objectives of industrial relations in the modern day business environment. (25marks)

Question 2 (25marks)

Describe the origin and functions of central trade unions in Zimbabwe. (25marks)

Question 3

Explain the process of employee grievance redressal in Zimbabwe. (25marks)

Question 4

'Worker participation in management is one of the most significant modes of resolving industrial disputes and encouraging a sense of belonging for the establishment in the worker.' Discuss. (25marks)

Question 5

What are the requisites for the success of an incentive plan? (25marks)

Question 6

Explain the health-related provisions in the labour Act and how organizations are making it yield results. (25marks)

END OF EXAMINATION QUESTION PAPER