



## ZIMBABWE EZEKIEL GUTI UNIVERSITY

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### FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL ADVANCEMENT

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DEPARTMENT OF SOCIAL WORK AND APPLIED PSYCHOLOGY

#### EXAMINATION PAPER

**COURSE CODE** : CBM224  
**COURSE TITLE** : INDUSTRIAL AND LABOUR RELATIONS  
**SPECIAL REQUIREMENTS** : NONE  
**DURATION** : 3 Hours  
**LEVEL** : 2.2  
**DATE** :

24 NOV 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**

Critically analyze steps would you take hearing proceedings? (25marks)

**Question 2**

Discuss the importance of Industrial Relation in organizational harmony. (25marks)

**Question 3**

Discuss the functions of Trade Unions in protecting employee rights using Zimbabwean Industries. (25marks)

**Question 4**

Elucidate the factors influencing Industrial Relations in Zimbabwe giving practical examples (25marks)

**Question 5**

Human resource has marginalized the role of Trade Unions .Discuss (25marks)

**Question 6**

Discuss the different approaches to Industrial Relation making reference to Zimbabwean Company. (25marks)

15/15 