



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi - Abuja
FACULTY OF MANAGEMENT SCIENCES
2021_1EXAMINATION

COURSE CODE: MBA 833

COURSE TITLE: INDUSTRIAL RELATIONS

CREDIT UNIT: 3

INSTRUCTION: 1. Indicate your Matriculation Number clearly

2. Attempt question one (1) and any other three (3) questions; four questions in all

3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.

4. Present all your points in a coherent and orderly Manner

TIME ALLOWED: 2½Hours

1 (a) Identify and explain the various ways communication in organisations can induce conflict. Identify other causes of conflict in an organisation. **10marks**

(b) Underscore the issues or items that are normally involved in collective bargaining. **5marks**

(c) Identify the necessary considerations in the structural decisions for the effective implementation of industrial-related policy. **10marks**

2 (a) What does industrial relation mean to you? **5marks**

(b) Outline the various areas of employer's responsibility in industrial relations. **10 marks**

3(a) Differentiate between specialisation and devolution in labour relations management. **7marks**

(b) Identify the roles of trade unions in industrial relations. **8marks**

4(a) Differentiate between procedural fairness and substantive fairness in the retrenchment of workers from an organisation. **6marks**

(b) Enumerate and explain the reasons which may necessitate disengagement of employees from an organisation. **9marks**

5(a) Identify some guidelines necessary for the negotiators during the negotiation phase. **7marks**

(b) What is strike? **3marks** Discuss five (5) types of strike which can occur in an organisation. **5marks**