



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024_2 EXAMINATION**

COURSE CODE: MBA833

COURSE TITLE: INDUSTRIAL RELATIONS

CREDIT UNIT: 3

INSTRUCTIONS: 1. Indicate your Matriculation Number Clearly

2. Attempt question one (1) and any other three (3) questions

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

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

TIME: 2hrs 30mins

QUESTION ONE

- a) “No work, no pay”. It was held that the employer has the right to uphold the policy. As an expert, advice the organisation’s major stakeholders on their roles to have harmonious industrial relations. **15marks**
- b) What are the common types of conflict that arise in industrial firms, and how can these be effectively managed to minimise negative impacts on the organisation? **10marks**

QUESTION TWO

- a) Akubuiro (2003) outlined desired elements that should be present in order to ensure successful collective bargaining. Discuss! **7.5marks**
- b) Compare the two (2) collective bargaining methods that employers and labour unions often deploy. **7.5marks**

QUESTION THREE

- a) Compare and contrast cognate difference between positive and negative discipline effects on staff behaviour and development. **7.5marks**
- b) You are a consultant hired by a manufacturing company to assess their collective bargaining process. The company is experiencing conflicts during negotiations, and they want to understand the different types of negotiators involved in order to improve their approach. You are asked to analyse the situation and provide insight to the negotiators present. **7.5marks**

QUESTION FOUR

“If you want peace, go for war” This Karl Marx’s statement has prepared most unions for functional and dysfunctional conflict. Discuss! **15marks**

QUESTION FIVE

Write a short note on the following:

5marks each

- i) Board of Inquiry
- ii) Industrial Arbitration Panel
- iii) National Industrial Court
- iv) Alternative Dispute Resolution
- v) Industrial Democracy