



DEGREE
July- December

SESSIONAL EXAMINATION
LR 221- Intro To Industrial And Labour Relations

BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING

In collaboration with

ZIMBABWE OPEN UNIVERSITY

**BACHELOR OF COMMERCE (HUMAN RESOURCE MANAGEMENT &
INDUSTRIAL RELATION)**

INTRODUCTION TO INDUSTRIAL & LABOUR RELATIONS

LR 221

SESSIONAL EXAMINATION

Marks – 100

TIME ALLOWED: 3 HOURS

Instructions to candidates:

1. The examination consists of **Four** sections: A, B, C and D
2. Begin each answer to a new question on a new page
3. Answer questions according to instructions given in each section
4. Write answers in the answer booklet provided
5. Write legibly in grammatical English.



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SECTION A - MULTIPLE CHOICE QUESTIONS

[10 MARKS]

Answer ALL questions. Each question carries ONE (1) mark

Choose the best alternative answer.

1. Which statement describes best labour relations?
 - A. The response of workers and management to the set policies
 - B. The relationship between employers and employees
 - C. The collective participation of workers
 - D. He management of the workplace

2. Which theory of labour relations views the industrial relations as comprised of certain actors, contents and ideology that govern the actors in the work committee?
 - A. Systems theory
 - B. Unitary theory
 - C. Marxist theory
 - D. Pluralistic theory

3. Which from the following is not a type of conflict?
 - A. Relationship conflict
 - B. Value conflict
 - C. Company conflict
 - D. Interest conflict



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4. A body that is constituted for an industry for the purpose of negotiating terms and conditions of employment for all employees in that industry is called _____.
- A. Workplace level
 - B. Industry council
 - C. Joint Industrial Council
 - D. Recognition council
5. An agreement wherein an employer agrees to take cognisance of the union as the collective bargaining agent of workers is _____.
- A. Collective bargaining
 - B. Recognition agreement
 - C. Organizational rights
 - D. Joint industrial council
6. The following are factors that affect how people manage conflict except _____.
- A. Status
 - B. Gender differences
 - C. Negotiation
 - D. Behaviour learned in families
7. Which stage of negotiations determines as to whether all the issues have been discussed and agreed?
- A. Planning
 - B. Face to face
 - C. Closing
 - D. Preparations



8. Botswana Mining Workers Trade Union (BMWU), is an example of which type of trade union?
- A. Industrial unions
 - B. Public sector unions
 - C. Government unions
 - D. General unions
9. Which statement best defines a trade dispute?
- A. Relationship between employer and employee
 - B. Any difference between an employer an employee
 - C. Any industrial action declared under the Dispute Act
 - D. Any difference between employees
10. The arbitrator shall attempt to settle a dispute referred to him within _____ days of the dispute being reefed to him.
- A. 20 days
 - B. 30 days
 - C. 28 days
 - D. 15 days



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SECTION B TRUE / FALSE QUESTIONS

[10 marks]

Answer ALL questions. Each question carries ONE (1) mark.

Answer True or False for each of the following:

1. Industrial relations are characterised by both conflict and co-operation.
2. The essence of radical theory of industrial relations is that every organisation is an integrated and harmonious entity existing for a common purpose.
3. The works council is a forum at the workplace composed of selected members of the workers committee and management.
4. In the field of labour, tripartite relations are about the interactions among government, business (employers) and labour (workers).
5. The labour court is a not a court of law.
6. The divergent nature of the interests of workers and employers is the source of industrial conflict.
7. Personalities and their interactions cannot affect negotiating outcomes.
8. Industrial action is often referred to as collective job action.
9. Negotiation is conducted by representatives on behalf of their principals.
10. Collective bargaining refers to improvements of wages and working conditions.



SECTION D Essay- Type Questions

[50 marks]

There are three questions in this section. Answer any two questions

QUESTION 1

[25 Marks]

- a) The employment relationship forms the basis of industrial relations as a field of study. "Do you agree with this statement? Motivate your answer by referring to the concepts "work", "labour relations", "industrial relations", "employment relations" and "employment relationship". **[10 Marks]**
- b) When studying the theories of industrial relations, there are three different frames of reference that contrast in their approach to the nature of workplace relations. Identify and explain the three views that are generally described as perspectives in industrial relations. **[15 Marks]**

QUESTION 2

[25 Marks]

- a) Briefly describe any five skills that a negotiator should have. **[10 Marks]**
- b) Give any three sources of industrial action. **[3 Marks]**
- c) Discuss any six reasons for the existence of trade unions. **[12 Marks]**

QUESTION 3

[25 Marks]

- a) Evaluate the three main role players in the employment relations in Botswana and briefly describe the role of each of these role players. **[12 Marks]**
- b) Name and explain two types of conflicts. **[4 Marks]**
- c) Outline the main objectives of collective bargaining. **[9 Marks]**

END OF EXAMINATION