

**CENTRAL UNIVERSITY**



**RESIT EXAMINATION: SEPTEMBER 2021**

**CENTRAL BUSINESS SCHOOL  
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
CBHR 303  
INDUSTRIAL RELATIONS  
DURATION: 2.30 HOURS**

**STUDENT ID No .....**

**INSTRUCTIONS**

**ANSWER ANY THREE (3) QUESTIONS**

**DO NOT TURN OVER THIS PAGE UNTIL YOU HAVE BEEN TOLD TO DO SO BY  
THE INVIGILATOR.**

**60 MARKS**

**INSTRUCTIONS:** This paper is made up of five (5) questions. Answer any three (3) questions. All questions must be answered in the answer booklet. Note that credit will be given for clarity of expression and orderly presentation. Each Question carries **20 marks**

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1. Discuss any five (5) roles management of organizations play to ensuring effective industrial relations. (20 marks)
2. a. Discuss any five (5) main functions performed by industrial relations staff in the organization. (15 marks)  
b. Mention any five (5) purposes of establishing the tripartite committee (5 marks)
3. a. Define industrial relations (3 marks)  
b. Mention any four (4) importance of industrial relations. (8 marks)  
c. Discuss the main actors of industrial relation. (9 marks)
4. a. Explain the composition of National Labour Commission (4 marks)  
b. As a human resource manager, explain to your employees, the steps involve in the formation of trade union in your organization. (16 marks)
5. Write briefly on the following  
a. Negotiation  
b. Mediation  
c. Voluntary Arbitration  
d. Compulsory Arbitrations (20 marks)