namibia university
OF SCIENCE AND TECHNOLOGY
Faculty of Management Sciences

Department of Management

QUALIFICATION: Bachelor of Human Resources Management	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE: INDUSTRIAL RELATIONS	COURSE CODE: IRL712S
DATE: JANUARY 2019	SESSION: Paper 1
DURATION: 2 hours	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Mrs. F. Shimaneni Mr. J. Kangowa
MODERATOR:	Dr. F. Musukubili

THIS EXAMINATION QUESTION PAPER CONSISTS OF 3 PAGES
(Including this front page)

INSTRUCTIONS

1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination ANSWER BOOKLET
2. Examination script.

QUESTION 1

Discuss the differences between "distributive" and "integrative" bargaining and provide industrial examples on each type of bargaining style.

(15)

QUESTION 2

Industrial peace in Namibia is key, hence conflict may be inevitable in any organisational set up. Discuss any five (5) internal processes that can be used to resolve conflict for industrial peace.

(12)

QUESTION 3

Explain what a dispute of right is and discuss the possible issues centred on it.

(9)

QUESTION 4

Negotiations sometimes make use of the tactics to gain the upper hand. Many of these tactics are negative by nature and, while they may prove useful in the short-term, they do not necessarily guarantee high-value outcome.

Discuss any (6) negotiation maneuvers that you have learned in class.

(12)

QUESTION 5

Discuss the International Labour Organisation (ILO) governing body and its functions in detail.

(12)

QUESTION 6

Discuss the approach of the State (government) in a tripartite labour relationship.

(12)

QUESTION 7

Theories of motivation have been used by organisations to determine the needs of employees in a workplace. One old theory of motivation based on the needs of employees is the Maslow Hierarchy of Needs Theory.

Discuss the Maslow hierarchy of Needs Theory using industrial illustrations.

(10)

QUESTION 8

In recent years, organisation have tried to find ways and means to humanise the work environment by introducing policies. This was done so in the hope to regulate the employment relationship.

In your own words using your theoretical background, why do organisation have to introduce such policies like industrial relations policy?

(12)

QUESTION 9

Outline the various areas of employer's responsibility in industrial relations.

(6)