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		<b>Catholic University Institute of Buea (CUIB)</b> <b>2020/2021 ACADEMIC YEAR</b> <b>First Semester Examinations – March 2021</b>					
School		BUSINESS					
Department		Human Resource Management and Employment Relations					
Course Code		HRM 205	Course Title		Industrial and Human Relations		
Status		C	Credit Value		6		
Date	WEDNESDAY 03/03/21	Venue	NGONGHI HALL	Time	3.00-5.00		
Course Master(s)		Mr ENO OJANG C					
Time Allowed		2 HOURS					

**Instructions: Answer question one and two others**

**Question one: (20 marks)**

The advent of the Corona Virus (COVID 19) has left untold damages to many companies, thus many employment related issues. Many companies have shut down, many have laid off their workers and this has caused enormous problems between employees and employers. As an industrial relation expert, Catholic University of Mamfe is facing some employee related issues and needs your expertise to solve this problem.

- Define industrial and human relations and provide main issues that employees worry about. (5 marks)
- State the objectives of industrial relations. (5 marks)
- Workers are planning to go on strike, advice management on what to do, to manage the strike. (5 marks)
- List the different types of strikes that can exist in an organisation. (5 marks)

**Question Two :(15 marks)**

Analyse the contribution of industrial relations on organisational performance.

**Question Three: (15 marks)**

Human resource has as function to administer wage in organisations. Analyse the objective and significance of wage administration.

**Question Four: (15 marks)**

Collective bargaining has proven to be the most efficient way of dispute settlement. Examine the bargaining strategies and the steps in collective bargaining.

**GOOD LUCK!!!**



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