



**NATIONAL OPEN UNIVERSITY OF NIGERIA
SCHOOL OF MANAGEMENT SCIENCES
JUNE/ JULY, 2013 EXAMINATIONS**

Course Code: BHM750

Course Title: Labour Relations

Time Allowed: 2 hours

Instruction: Attempt compulsory question 1 and two other questions making a total of three questions. The compulsory question carries 30 marks. All the other questions carry 20 marks each.

- 1a Explain the functions of personnel functions according to Storey's framework. 10 marks
- b. What are the roles of supervisors in labour relations management? 10 marks
- c. List and explain the types of strikes that may occur in an organization 10 marks
- 2a List and explain three main elements of worker participation. 8 marks
- b. Explain five (5) techniques of worker participation in labour relations matters. 12 marks
- 3a Define collective bargaining. 5 marks
- b. What are the critical factors of collective bargaining? 15 marks
- 4a Define the concept of labour relations. 5 marks
- b. Discuss the involvement of government in labour relations practices. 15 marks
- 5a Define a Strike 5 marks
- b What are the techniques for the management of Strike or Industrial disputes? 5 marks