



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2014 EXAMINATION

Course Code: BHM 750

Credit unit : 2

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.

Questions

- 1 (a) What are the categories of negotiable items in collective bargaining?
(b). List the five phases in any negotiation process and explain in detail the concluding and Post Negotiation phase
30 marks
2. (a) Explain the term conflict 5 marks
(b) Discuss five types of conflict that may occur in an organization 15 marks
- 3.(a) What are the roles of supervisors in labour relations management? 10 marks
(b). Explain five (5) techniques of worker participation in labour relations matters.
10 marks
- 4(a) Define collective bargaining. 5 marks
(b) What are the critical factors of collective bargaining? 15 marks
5. (a) Define the concept of labour relations. 5 marks
(b). Discuss the involvement of government in labour relations practices. 15 marks