

INDUSTRIAL RELATIONS EXAM QUESTIONS AND ANSWERS

THE UNIVERSITY OF ZAMBIA SCHOOL OF EDUCATION

DEPARTMENT OF ADULT EDUCATION AND EXTENSION STUDIES

HRM 2210: INDUSTRIAL RELATIONS

INSTRUCTIONS:

1. Answer any four questions.
 2. Each question carries 25 Marks
 3. Duration: 2 Hours
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QUESTION ONE

Differentiate among Industrial relations, Labour relations, and Employee relations (25 Marks)

Answer

Industrial relations is a system of rules regulating employment and the ways in which people behave and relate to each other at the place of work. Industrial relations is the relationship that exists between industries and the society in a country. The relationship between the two is very important in the life of any nation, because industries provides the engine for development. Industries creates great wealth, which through employment and other means is distributed throughout the society. Industrial relations requires the government intervention in the relationship that exists between the society and the industries.

Labour relations is the relationship that exist at organisational level, between the organisation and the workers from the community in which the organisation operates. Labour relations consists of four elements as listed below;

- An environment context
- Employees and their unions, management and government
- Rules and regulations which trade unions and management use to interact and resolve their disagreements
- An ideology, for example a capitalist system or a socialist system

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