



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi - Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_1 EXAMINATION**

**COURSE CODE: MBA833**  
**COURSE TITLE: INDUSTRIAL RELATIONS**  
**CREDIT UNIT: 3**

**INSTRUCTION:** 1. Indicate your Matriculation Number clearly  
2. Attempt question one (1) and any other three (3) questions; four questions in all  
3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.  
4. Present all your points in a coherent and orderly Manner

**TIME ALLOWED: 2½ Hours**

1.(a) Why are specialists required in Industrial relations according to Storey (1992)? List and explain the reasons. **15 marks**

(b).What advice would you give to your friend on how to handle his grievance over his current posting? **10 marks**

2. Effective collective bargaining can only take place in an enabling environment. What are the critical factors for effective collective bargaining? **15 marks**  
(3 marks for each point up to a maximum of 5 points)

3. Discuss how the negative effects of disciplinary action can be minimized?  
(15 marks, 3 marks for each point)

4. Describe what should go into a contract of employment of a manager. **15 marks**  
(2 marks for an item subject to a maximum of 7 items)

5. List and explain the stages of a grievance interview. **15 marks**

6. Write short notes on:

- a. Participation through quality circles
- b. Constructive discipline
- c. Industrial democracy

**15marks (5 marks each)**