

**2<sup>ND</sup> SEM. 2004/2005**



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**UNIVERSITY OF SWAZILAND**

**FINAL EXAMINATION PAPER**

**PROGRAMME : BACHELOR OF SCIENCE IN HOME  
ECONOMICS EDUCATION & HOME  
ECONOMICS YEAR V**

**COURSE CODE : TAD 509**

**TITLE OF PAPER : INDUSTRIAL RELATIONS**

**TIME ALLOWED : TWO (2) HOURS**

**INSTRUCTIONS : SECTION A IS COMPULSORY  
ANSWER ANY OTHER (2)  
QUESTIONS FROM SECTION B**

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GRANTED BY THE CHIEF INVIGILATOR**

**Question 1:**

- a. From the case, one can tell that the workers have lost confidence in SAPWU's executive, What can be done by the union executive to regain their members' confidence, and how can they help them with the problem they are currently facing? (30 marks)
- b. Discuss the duties of the branch executive and how they have not fulfilled them in the above case?. (20 marks)

**Total****(50 marks)****SECTION B****(Answer any two (2) questions from this section)****QUESTION 2**

Critically evaluate the contributions and limitations of the collective bargaining process in Swaziland

25  
marks)**QUESTION 3**

The industrial relations system is governed by procedures, some of which are mandatory: discuss the procedures for resolving conflict, using a practical organisational example that you familiar with.

(25 marks)

**QUESTION 4**

You are employed as a human resource manager for Tuntex. part of your responsibilities involve maintaining a harmonious labour relations climate, Discuss how you are expected to facilitate this process.

(25 marks)

**QUESTION 5**

Swaziland has over the years experience a series of industrial strife, discuss factors that contribute to the continuation of industrial conflict in Swaziland.

(25 marks)