



**THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA**

**BACHELOR OF SCIENCE EXAMINATION**

**SEMESTER I – 2014 DECEMBER**

**PROGRAMMES:** BUSINESS STUDIES

**COURSE NAME:** INDUSTRIAL RELATIONS  
**CODE :** (MGMT3502)

**YEAR GROUP:** THREE

**DATE:** MONDAY, 2014 DECEMBER 15

**TIME:** 1:00 P.M. – 4:00 P.M.

**DURATION:** 3 HOURS

**EXAMINATION TYPE:** FINAL

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*This Examination paper has 3 pages*

**INSTRUCTIONS:**

**SECTION B: ANSWER ANY THREE (3) QUESTIONS FROM THIS SECTION.**

## SECTION B

*Instructions: Answer any **THREE (3)** questions from this section.*

### Question 1

- a. What is a trade union? *(2 marks)*
- b. Explain **three (3)** functions of a trade union. *(9 marks)*
- c. Name **two (2)** early trade unions that were formed in Jamaica. *(2 marks)*
- d. List **four (4)** types of trade unions. *(4 marks)*
- e. Explain any **two (2)** types of trade unions that you listed above. *(4 marks)*
- f. Name **four (4)** areas within the structure of a trade union. *(4 marks)*

*(Total 25 marks)*

### Question 2

Legislations have been the gateway through which the rights of the worker became secured. With reference to **five (5)** pieces of legislations illustrate how they have advanced the lives of Jamaican workers. *(Total 25 marks)*

### Question 3

- a. What is an 'industrial action'? *(5 marks)*
- b. Industrial actions have the effect of impacting several players in the arena of Industrial Relations. Identify these players and outline briefly any impact industrial action may have on each. *(20 marks)*

*(Total 25 marks)*

### Question 4

- a. Explain briefly the core purpose of collective bargaining. *(5 marks)*
- b. Discuss the importance of negotiation, its stages and its tactics. *(20 marks)*

*(Total 25 marks)*

**Question 5**

a. Critically discuss the challenges to the existence of trade unions as a result of globalisation. **(15 marks)**

b. Suggest innovative ways in which unions can improve their effectiveness. **(10 marks)**

**(Total 25 marks)**

**END OF EXAMINATION**