

**OLLSCOIL NA hÉIREANN, GAILLIMH
NATIONAL UNIVERSITY OF IRELAND, GALWAY**

SEMESTER II EXAMINATIONS 2003-04

**SECOND YEAR EVENING B.COMM
DIPLOMA IN MANAGEMENT**

INDUSTRIAL RELATION AND PERSONNEL MANAGEMENT – MG211

**Professor Jonathan Winterton
Professor Roy Green
Mr. Jim Redmond**

**Time allowed: TWO hours
Answer THREE questions
All questions carry equal marks**

Question 1

Briefly describe the functions of a Personnel/Human Resource Management Department in a manufacturing company employing 500 Unionised semi-skilled employees.

Question 2

What is a procedural agreement? Give an account of the typical features of a procedural agreement.

Question 3

Assume you are the Human Resource Manager of a new start-up operation and as part of human resources policy development you are giving a presentation to your line manager colleagues of the key features of an effective disciplinary policy.

Provide a set of notes of what you would say and justify your comments, paying particular attention to any limitations to the operation of such policies.

Question 4

A friend of yours has been dismissed from her job.

She is not a member of a trade union.

She feels she has been unfairly treated and she believes that you know how to seek redress in such circumstances.

Advise her.

Question 5.

(a) Is the Labour Court a court of last resort?

and

(b) Is the Labour Court bound to follow its own previous Recommendations?

and

(c) Discuss the role of the Labour Court in protecting the public interest.