

*Ollscoil na hÉireann, Gaillimh*  
*National University of Ireland, Galway*

GX 1343

**Semester II Examinations, 2003/2004**  
**Front Page Template**

Exam Code(s)	_____
Exam(s)	Second Commerce Higher Diploma in Business Studies Third Corporate Law _____ _____
Module Code(s)	MG321 _____
Module(s)	Industrial Relation and Human Resource Management _____ _____
Paper No.	_____
Repeat Paper	_____ Special Paper _____
External Examiner(s)	Professor Jonathon Winterton _____
Internal Examiner(s)	Professor Roy Green Ms Deirdre Curran _____ _____

**Instructions:**

All questions carry equal marks.  
Answer any three questions.

Duration	<u>2 hrs</u>
No. of Answer books	_____
No. of Pages	<u>2</u>
Department(s)	Management _____

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

**SUMMER EXAMINATIONS, 2004**

**SECOND COMMERCE  
DIPLOMA IN BUSINESS STUDIES  
THIRD CORPORATE LAW**

**INDUSTRIAL RELATIONS AND HUMAN RESOURCE  
MANAGEMENT (MG321)**

**Professor J. Winterton  
Professor R. Green  
Ms. D. Curran**

**Time Allowed: Two Hours**

**Please answer three questions in total.**

1. What role, if any, do trade unions have in the modern business environment?  
What recommendations would you make to the Irish Congress of Trade Unions (ICTU) for moving forward into the future?
2. What are the key provisions of the Unfair Dismissals Acts (1977-1993)?  
Use examples to illustrate the potential options available to a claimant in terms of redress.
3. Describe the social partnership model of collective bargaining at national level. Do you think the current model of social partnership should be maintained, adapted or abandoned? Justify your position with reference to the social partnership agreements.
4. Describe three functions of a typical Human Resource Management department. Discuss the importance of the Human Resource Management function in the effective management of organisations.
5. Discuss the effectiveness of the interview as a method of selection?  
How could the effectiveness of interviews be improved?