

1. Give short answers to the following questions: (16)

- i. Discuss the causes and effects of grievances.
- ii. Why should organisations have a formal grievance procedure?
- iii. Explain the meaning and concept of discipline with examples.
- iv. Describe briefly the stages of a disciplinary action procedure.

2. Briefly outline the features of a grievance procedure and the steps involved in it. (8)

Activity (6)

Study the grievance procedures and practices in an organisation to which you have access and produce a brief report.