

### ASSESSMENT # 11

Total Marks: 30

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 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.