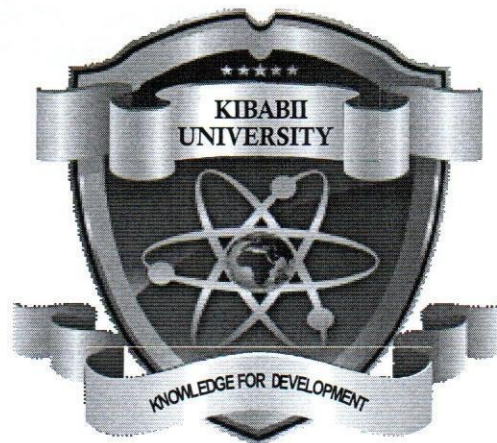


# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR  
THIRD YEAR SECOND SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE  
COURSE CODE: BCH 322  
COURSE TITLE: LABOUR RELATIONS**

**DATE: 18/05/2022**

**TIME: 9.00AM – 11.00AM**

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### INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

**TIME: 2 Hours**

KIBU observes **ZERO** tolerance to examination cheating

## QUESTION ONE

When employers deny equitable and fair remuneration and good working conditions to the working class, trade unions agitate and industrial peace is disturbed. The most successful organizations around the world are those that pay attention to labor management. Great labor relations will have a positive impact on the growth of the company and its revenue. More engaged and motivated employees tend to result in greater customer satisfaction, better products and services which also tend to point to an increase in sales. A positive relationship between employers and employees leads to higher motivation and employee engagement. Faulty communication system, uninteresting nature of work and poor organization culture are unhealthy to the growth of organization. If employees persistently complain about poor working conditions without being listened to by the employer their grievance may easily aggravate into disputes.

- (a) Grievances if not well handled may easily aggravate into disputes. With this understanding discuss causes of the Kenyan doctors' grievances in the year 2017. (12 marks)
- b) If you are a manager of an organization with a strong workers union in collective bargaining describe methods the trade union adopts in the achievement of its objectives (10 marks)
- c) Disputes produce worrying effect on the economic life of the country. How do industrial disputes affect employers in poorly developed countries? (8 marks)

## QUESTION TWO

- a) ) When one person works for another for payment, a contract of employment is said to exist. What are the contents of a contract of employment? (10 marks)
- b) Organizations throughout the globe have had to contend with HIV/ AIDS in the work place. Discuss the direct consequences of HIV/ AIDS on companies in Kenya. (10 marks) (10 marks)

## QUESTION THREE

- a) Whenever the Kenyan doctors and the government failed to agree, one party was observed to have rushed to file a petition with the labor relations court. Explain the roles of labor relations court. (10 marks)
- b) Explain ways in which an organization may suffer if there is no strong employee relation. (10 marks)

## QUESTION FOUR

- a) Collective bargaining is a tripartite game. What is the importance of collective bargaining to employees in manufacturing industries? (10 marks)
- b) Having been appointed as a human resource manager in charge of discipline in your organization, you observe that there is strained relationship between the workers and their supervisors. How would you improve the labor relationship between the affected parties? (10 marks)

## QUESTION FIVE

- a) Employees are normally happy when they are represented by a strong trade union. Explain reasons behind establishment of trade unions in Kenya. (10 marks)
- b) What would a manager who practices management by walking around observe in his employees to show cases of indiscipline? (10 marks)