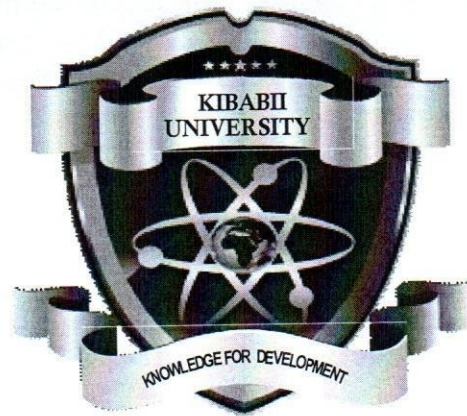


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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR
THIRD YEAR SECOND SEMESTER
MAIN EXAMINATION**

FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCH 322
COURSE TITLE: LABOUR RELATIONS
DATE: 02/08/2021 **TIME: 2.00PM-5.00PM**

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 (COMPULSORY) – 30 MARKS

- a) Discuss the importance of industrial relations in the days of rapid changes in the business environment. [8 Marks]
- b) Worker's participation in management is considered as a mechanism where workers have a say in the decision-making process of an enterprise. Discuss the importance of worker participation and identify its main success factors. [8 Marks]
- c) "Collective bargaining is often termed as the best vehicle to Industrial peace". Justify the statement using relevant examples. [8 Marks]
- d) Explain the causes of employee grievances in an organization and suggest ways of reducing them. [6 Marks]

QUESTION TWO – 20 MARKS

- a) Discuss the ten commandments of employee relations. [10 Marks]
- b) Explain the achievements of trade union movements in Kenya. [10 Marks]

QUESTION THREE – 20 MARKS

- a) Explain the channels for discovery of conflicts in an organization. [10 Marks]
- b) Discuss the effects of globalization and industrialization on labour relations. [10 Marks]

QUESTION FOUR – 20 MARKS

- a) Describe the main roles of management in labour relations. [10 Marks]
- b) Discuss the concept of industrial strikes in Kenya. [10 Marks]

QUESTION FIVE – 20 MARKS

- a) Explain the four steps involved in collective bargaining process in Kenya. [10 Marks]
- b) Demonstrate your understanding of the law that governs labour relations in Kenya. [10 Marks]