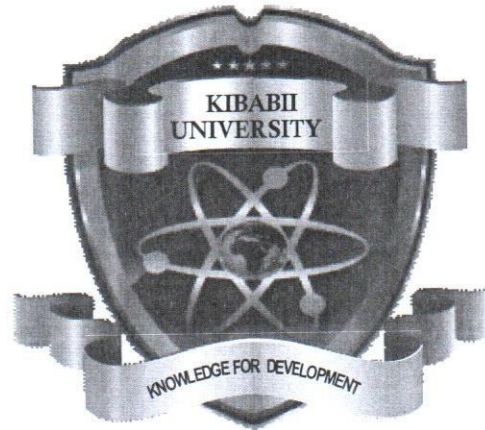


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2022/2023 ACADEMIC YEAR FIRST YEAR SECOND SEMESTER

MAIN EXAMINATION

FOR THE DIPLOMA OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: DHR 102

COURSE TITLE: INDUSTRIAL AND LABOUR RELATIONS

DATE: 20/04/2023

TIME: 9.00AM-11.00AM

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 (30 MARKS)

- a) Explain five ways of how grievances are sort using industrial relations act (10mks)
- b) Explain five ways through which employees contribute to good industrial relations in an organisation (5mks)
- c) Explain five challenges faced by the national social securty fund in executing its mandate (5mks)
- d) The employment and labour relations court(industrial court) is responsible for promoting good industrial relations in the country.explain five ways through which the court achieves this objective (10mks)

QUESTION TWO (20 MARKS)

- a) Examine five characteristics of industrial relations and labour activities in Kenya today (10mks)
- b) Explain in detail the post independent period of industrial relations in Kenya (10MK5)

QUESTION THREE (20 MARKS)

- a) List and discuss five laws that were promulgated in 2007 as a breakthrough in the field of industrial relations in Kenya (10mks)
- b) Discuss five main roles of trade unions in Kenya today (10mks)

QUESTION FOUR (20 MARKS)

- a) Outline six management practices that may lead to industrial disputes in an organisation (12mks)

b) Outline four tactics that may be used by an employer to end an industrial strike

(8mks)

QUESTION FIVE (20 MARKS)

a) As an expert of industrial relations, explain factors that must be considered in industrial relations among negotiating parties (10mks)

b) Discuss three employee assistance programs that you know (10mks)