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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2014/2015 ACADEMIC YEAR**  
**THIRD YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE DEGREE OF BACHELOR OF SCIENCE**  
**(BUSINESS ADMINISTRATION)**

Date: 17<sup>th</sup> April, 2014  
Time: 5.30pm – 7.30pm

**KGM 304 – INDUSTRIAL RELATIONS**

**INSTRUCTIONS TO CANDIDATES**

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**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

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**QUESTION ONE (30 MARKS)**

- a) Discuss the need and importance of industrial relations. (7 Marks)
- b) Discuss the features of industrial relations. (6 marks)
- c) In the recent past, the Kenyan education sector has experienced some short-backs due to the fact that the Kenya National Union of Teachers, which draws its members from more than 70% of primary, and secondary school teachers felt that their members' salary issues were taking too long to finalize with the government. Discuss the problems associated with trade unions. (7 Marks)
- d) Discuss the functions of trade unions, as well as the benefits fostered by a trade union. State whether managers should be included as members of trade unions. (10 Marks)

**QUESTION TWO (20 MARKS)**

- a) Outline the factors that influence industrial relations. (8 Marks)
- b) Discuss the different functions of human resource management and industrial relations. (12 Marks)

**QUESTION THREE (20 MARKS)**

- a) There are several mainstream theories of industrial relations; each casts employee unions and business management with differing responsibilities and functions. Discuss the four primary theories of industrial relations.  
(10 Marks)
- b) Explain the internal and external factors that influence organization environment.  
(10 Marks)

**QUESTION FOUR (20 MARKS)**

Define collective bargaining and discuss the bargaining process.  
(20 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the various causes of industrial conflicts.  
(14 marks)
- b) Outline the different characteristics of collective bargaining.  
(6 Marks)