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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 109- INTRODUCTION TO LABOUR AND INDUSTRIAL RELATIONS

Date: 8th December 2022

Time: 11:30-1:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Differentiate between labour and employee relations. **(6 Marks)**
- b) State the categories of employees who are excluded from union representation as per the Kenya's Industrial Relations Charter of 1984. **(6 Marks)**
- c) Describe how to conduct a grievance interview. **(6 Marks)**
- d) Highlight some of the essential prerequisites of collective bargaining. **(6 Marks)**
- e) Outline SIX trade union doctrines that support their objectives and goals of the union activities. **(6 Marks)**

QUESTION TWO (20 MARKS)

- a) Explain the benefits of International Labour Standards to employees and employers. **(8 Marks)**
- b) Discuss the main functions of Trade Unions in employment relationship. **(8 Marks)**
- c) Examine the significance of harmonious labour and industrial relations. **(4 Marks)**

QUESTION THREE (20 MARKS)

- a) Describe the components of the modern industrial relations. **(8 Marks)**
- b) Explain the jurisdiction of Employment and Labour Relations Court. **(8 Marks)**
- c) Using examples, explain FIVE causes of strike as a form of industrial action. **(4 Marks)**

QUESTION FOUR (20 MARKS)

- a) Examine the characteristics of precarious work. **(4 Marks)**
- b) Describe the emerging issues and trends in labour and industrial relations. **(8 Marks)**
- c) Using examples from an organization of your choice. Discuss the factors influencing the choice and implementation of employee voice initiatives. **(8 Marks)**

QUESTION FIVE (20 MARKS)

- a) Explain the purpose of Labour Relations Act 2007 **(4 Marks)**
- b) Using a diagram describe the model of employee voice. **(8 Marks)**
- c) Highlight the approaches of labour and industrial relations. **(8 Marks)**