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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR  
**FOURTH YEAR, SECOND/FIRST SEMESTER EXAMINATION**  
FOR THE **DEGREE/DIPLOMA/CERTIFICATE** OF BACHELOR OF SCIENCE  
(BUSINESS ADMINISTRATION)

**UNIT CODE: CHR 109**

**GROUP: CERT 1-HRM**

**UNIT TITLE: INTRODUCTION TO LABOUR AND INDUSTRIAL RELATIONS**

**EXAM TYPE: MAIN**

**LECTURERS NAME: TERESIA MUTISYA**

**LECTURES CONTACT: 0722169142**

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- (a) Explain the following terms as used in Labour and Industrial relations
- (i) Discipline (2 Marks)
  - (ii) Grievance (2 Marks)
  - (iii) Collective Bargaining (2 Marks)
  - (iv) Trade union (2 Marks)
  - (v) Recognition agreement (2 Marks)
- (b) Industrial disputes affect the performance of an organization and hence must be prevented at all cost. In view of this, discuss the measures that can be put in place in an organization to control industrial disputes (6 Marks)
- (c) Discuss the importance of good employer-employee relationship (5 Marks)
- (d) Explain the requirements for effective discipline interview (5 Marks)
- (e) Propose the ways a country can benefit from good labour relations (4 marks)

**QUESTION TWO (20 MARKS)**

- (a) Explain the motivation behind trade unionism in Kenya (8 Marks)
- (b) Explain the functions of International Labour Organization (8 Marks)
- (c) Highlight the contents of an employment contract in Kenya (6 Marks)

**QUESTION THREE (20 MARKS)**

- (a) Explain the two major discipline handling procedures (6 Marks)
- (b) Explain the major sources of grievances giving relevant examples (8 Marks)
- (c) Explain the role of government in industrial relations (8 Marks)

**QUESTION FOUR (20 MARKS)**

- (a) Explain the issues in employee occupation, health and safety (8 Marks)
- (b) Describe trade union functions that are of benefits to its members (6 Mark)
- (c) Highlight Four alternative discipline resolution methods (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain why arbitration is preferred than use of other courts in resolving disputes (10 Marks)
- b) Explain the various industrial actions that employees may take against their employers (10 Marks)