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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR**  
**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**  
**DHR 1110- LABOUR LAW**

Date: 15<sup>th</sup> August 2018  
Time: 2.30 Pm-4.30 Pm

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) State and explain the various types of trade unions (8 Marks)
- b) Explain the term grievance (2 Marks)
- c) Explain the grievance handling procedure in a union environment (8 Marks)
- d) Differentiate the following terms as used in industrial dispute
  - i) Boycott and lock out (4 Marks)
  - ii) Picketing and go-slows (4 Marks)
  - e) Highlight Four reasons why industrial relation problems arise (4 Marks)

**QUESTION TWO (20 MARKS)**

- a) Describe the contents of the employment contract (8 Marks)
- b) Identify the objectives of a trade union (4 Marks)
- c) Describe the negative incentives to discipline (8 Marks)

**QUESTION THREE (20MARKS)**

- a) Distinguish between fair and unfair dismissal from the organization (4 Marks)
- b) Explain the factors that led to slow growth and familiarity of trade union in Kenya (8 Marks)
- c) Explain the meaning of the following approaches used in conflict resolution
  - i) Mediation (2 Marks)
  - ii) Conciliation (2 Marks)
  - iii) Arbitration (2 Marks)
  - iv) Negotiation (2 Marks)

#### **QUESTION FOUR (20 MARKS)**

- a) Discuss at least four types of employment benefits that an employee is entitled to enjoy in his organization (8 Marks)
- b) Describe the role of the ministry of labour in Kenya in handling industrial disputes ( 3 Marks)
- c) Establish the process an effective disciplinary process should undergo ( 9 Marks)

#### **QUESTION FIVE (20 MARKS)**

- a) Explain the characteristics of a collective bargaining process ( 8 Marks)
- b) Explain the common causes of communication breakdown in negotiation ( 8Marks)
- c) Establish the role of the following in ensuring sound industrial relations in Kenya
  - i) Kenya Industrial Courts (2 Marks)
  - ii) Kenya government (2 Marks)