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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN BUSINESS ADMINISTRATION

DBA 1009 – LABOUR AND INDUSTRIAL RELATIONS

Date: 12th April, 2018

Time: 11.00am – 1.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- (a) Explain the following terms
- (i) Wrongful dismissal
 - (ii) Discriminative dismissal
 - (iii) Constructive dismissal
 - (iv) Blanket dismissal
 - (v) Summary dismissal (10 Marks)
- (b) Discuss the three major theoretical perspectives in labour and industrial relations (9 Marks)
- (c) Explain two alternative methods of handling dispute (3 Marks)
- (d) Discuss the importance of industrial relations (8Marks)

QUESTION TWO (20 MARKS)

- (a) Explain the trade union objectives (8 Marks)
- (b) Explain a typical grievance handling procedure in a union environment (8 Marks)
- (c) Explain the various reasons why individuals join trade unions (4 Marks)

QUESTION THREE (20 MARKS)

- (a) Discuss the characteristics of collective bargaining (8 Marks)
- (b) Discuss the various forms of bargaining (8 Marks)
- (c) Identify the various steps in collective bargaining (4 Marks)

QUESTION FOUR (20 MARKS)

- (a) Discuss the main causes of disputes in industries (8 Marks)
- (b) “It may not be possible to totally eliminate grievances in an organization but through good industrial relations one can minimize them” Discuss (8 Marks)
- (c) Besides strikes, what other industrial actions can employees take against their employers ? (4 Marks)

QUESTION FIVE (20 MARKS)

- (a) Explain why arbitration is preferred than use of other courts in resolving disputes (8 Marks)
- (b) Explain the benefits that would accrue to the employees in an organization that practice joint consultation (8 Marks)
- (c) List four advantages of using mediation (4 Marks)