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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2019/2020 ACADEMIC YEAR
FOURTH YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 6th December, 2019
Time: 11.00am – 1.00pm

KHR 409 - INDUSTRIAL RELATIONS

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

MUNA Ltd is a private limited company located in Nakuru Town. The new entrants of MUNA Ltd have decided join the existing trade union so that they can speak collectively on the issues affecting them as well as their performance as employees of MUNA Ltd. They believe that this will go a long way in increasing their efficiency and effectiveness at work.

- a) Advice the employees and management of MUNA LTD on grievances resulting from working conditions. (6 Marks)
- b) Propose five ways of improving industrial relations in MUNA Ltd. (5 Marks)
- c) Briefly explain the various types of strikes in to the employees of MUNA Ltd. (5 Marks)
- d) Identify the reasons why individual workers avoid joining trade unions to the management of MUNA Ltd. (4 Marks)
- e) Advice the management and employees of MUNA Ltd on six contingency factors have been proposed to help analyze a disciplinary problem. (6 Marks)
- f) The employees of MUNA Ltd have decided to consult you on activities that result to invalid termination of a contract. Briefly explain these activities to them. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the functions of trade unions relating to organizations. (8 Marks)
- b) Evaluate the four types of trade unions that are evident in various organizations today. (8 Marks)
- c) Analyze two consequences of ineffective communication in modern organizations. (4 Marks)

QUESTION THREE (20 MARKS)

- a) “Shop stewards’ powers are constrained by various company and trade unions rules. The degree of power they hold depends on various factors”. Explain these factors in reference to the statement above. (10 Marks)
- b) Briefly explain the significance of industrial relations in Kenya. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Define a collective bargaining agreement and discuss the steps involved in coming up with a collective bargaining agreement. (10 Marks)
- b) The root of major employees’ grievances can be traced to various factors. Evaluate these factors. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Examine the economic impact of industrial disputes to organizations and the government of Kenya. (10 Marks)
- b) Analyze the benefits of Grievance System in an organization of your choice. (10 Marks)