



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P.O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 109: INTRODUCTION TO LABOUR AND INDUSTRIAL
RELATIONS

Date: 17TH APRIL 2023
Time: 2:30PM-4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Outline the roles of employment and labor relations court in Kenya. (6 Marks)
- Describe the situations that may lead to the termination of employment contract under the employment Act. (6 Marks)
- Explain the following terms as used in Labour and industrial relations;
 - Arbitration (3 Marks)
 - Conciliation (3 Marks)
- State the indicators of bad industrial relations in an organization. (4 Marks)
- Describe the responsibilities of a shop steward in an organization. (4 Marks)
- Highlight the economic impacts of industrial disputes. (4 Marks)

QUESTION TWO (20 MARKS)

- National Industrial Training Authority (NITA) is the institute responsible for regulating industrial training in Kenya. Examine the powers exercised by the Institute. (10 Marks)
- Explain the measures that an organization should take to enhance health and safety of its employees. (10 Marks)

QUESTION THREE (20 MARKS)

- The employees of Rinya Company Ltd recently went on strike which was declared illegal. Discuss the reasons which may have led to the illegality of the strike. (8 Marks)
- Examine ways in which the management of an organization may minimize grievances of Employees. (6 Marks)
- Explain the conditions that must be met for collective bargaining agreement to be valid. (6 Marks)

QUESTION FOUR (20 MARKS)

- Evaluate the objectives for the provision of welfare facilities by employers. (6 Marks)
- Examine the responsibilities of the government in Industrial Relations Charter. (4 Marks)
- Explain the challenges faced by the National Social Security Fund (NSSF) in discharging its mandate. (8 Marks)

QUESTION FIVE (20 MARKS)

- Discuss the circumstances under which an employer may lawfully refuse to compensate an employee who is injured at the workplace. (10 Marks)
- Nairobi Bottlers Company has recruited new clerical employees. As the shop steward in the company explain to the new employees the reasons why it would be necessary for them to join the trade union. (10 Marks)