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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE DIPLOMA OF BUSINESS ADMINISTRATION**  
**DBA 1009 – LABOUR AND INDUSTRIAL RELATIONS**

Date: 11<sup>th</sup> April, 2022  
Time: 8.30 am – 10.30am

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) To promote harmonious employment relationship, Trade Unions supports employers by discouraging certain practices as stipulated in the Kenya's Industrial Relations Charter of 1984. State some of these practices. (6 Marks)
- b) Describe the **KEY PILLARS** of Decent work (6Marks)
- c) Define the following terms: (6 Marks)
- i) International Labour Standards (2 Marks)
  - ii) Conventions (2 Marks)
  - iii) Recommendations (2 Marks)
- d) Identify and explain the categories of employees who are excluded from union representation as per the Kenya's Industrial Relations Charter of 1984. (6 Marks)
- e) Highlight the approaches of labour and industrial relations. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) The challenges of globalization have made international labour standards more relevant than ever. Explain some of the benefits of internal labour standards to all workers. (10 Marks)
- b) Clearly discuss the jurisdiction of the Employment and Labour Relation Court in Kenya. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Trade Unions use Collective Bargaining Agreements as an instrument to stabilize the economy. Discuss the major roles that trade unions play as an actor in the labour market. (10 Marks).
- b) Using examples from organization of your choice. Discuss the factors influencing the choice and implementation of employee voice initiatives in 21<sup>st</sup> century organizations. (10 Marks)

**CHAPTER FOUR (20 MARKS)**

- a) Representative participation is key in maintaining harmonious employment relationship. Discuss the various forms of representation participation you can adopt in your organization. (10 Marks)
- b) Explain the negotiation skills and strategies that can be explored in addressing structural conflicts in the workplaces. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the agreed responsibilities of the government, employers and workers. (10 Marks)
- b) Examine the features of conciliation as a method of Alternative Dispute Resolution mechanism. (10 Marks)