



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTER OF BUSINESS
ADMINISTRATION

2ND YEAR 1ST SEMESTER 2023/2024 ACADEMIC YEAR

COURSE CODE: MBA 836

COURSE TITLE: INDUSTRIAL RELATIONS

EXAM VENUE

STREAM: (MBA)

DATE: 30/04/2024

EXAM SESSION: 9.00 – 12.00 NOON

TIME: 3.00 HOURS

Instructions:

- 1. Answer any four questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination**

- (1a) Organizations return on investment and competitive advantage is majorly informed by employee, employer cordial relations. Discuss using examples measures to uphold the stated employee, employer relations. (8 marks).
- (b) Identify and discuss the various ways a Human Resource Officer would unlock a conflict between the employee and the employer. Use relevant examples. (7 marks)
- (2a) Discuss tripartite Agreements and how the agreements have reduced labour disputes in the Education sector. (7 marks)
- (b) Discuss wellness programmes that employers have used to reduce labour disputes in the Education sector. (8 marks)
- (3a) Employee disciplinary is a process and not an event. Discuss the elaborate disciplinary process citing the omissions and the commissions by the Management that may jeopardize the process. (10 marks)
- (b) Discuss briefly based on your knowledge in industrial relations situations that may inform employee summary dismissal in manufacturing firms. (5 marks)
- (4a) Trade Unions have outlived their usefulness for the modern employee. Based on your knowledge in HRM is there need for employees joining trade unions? Discuss using relevant examples. (10 marks)
- (b) Discuss the various options employees have to express their grievances with the employer. (5 marks)
- (5a) Discuss the factors employers should mitigate in their firms to alleviate industrial action by employees. (10 marks)
- (b) Discuss labour laws that you would enforce to realize employee safety and performance. (5 marks)
- (6a) The harmony and peace at the inception of an organization slowly degenerates into conflict that impede on employee and organization performance. Discuss the sources of conflicts in organizations and how skills in labour relations can mitigate such conflicts. (10 marks)
- (b) Briefly discuss using relevant examples how employee litigation costs affect the running of a business entity. (5 marks)