



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS**  
**ADMINISTRATION WITH IT**  
**4<sup>TH</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**KISUMU CAMPUS**

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**COURSE CODE: ABA 431**

**COURSE TITLE: INDUSTRIAL RELATIONS**

**EXAM VENUE:**

**STREAM: (BBA-HRM)**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 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 room.**

## **QUESTION ONE**

FRESHEVER Milk Company Ltd has in the past one year been faced with employees' go slow strikes which have tremendously reduced their profit and competitive edge of the company. The personnel manager is contemplating to declare some employees redundant but the Board of Directors have rejected her action. You have just joined the company as an assistant manager in charge of industrial relations.

- a) Explain four reasons that justify the development of good industrial relations in a firm. (8 marks)
- b) Identify key factors that can contribute to industrial unrest as in the case. (4 marks)
- c) Outline the cost of strike both to the firm and individual employees. (6 marks)
- d) Elaborate on the ways in which you could handle the problem facing FRESHEVER Milk Company Ltd. (10 marks)

## **QUESTION TWO**

Discuss the doctrine of Hot Stove Rule in discipline administration. (20 marks)

## **QUESTION THREE**

- a) Discuss the trends in management and their effects on industrial relations. (10 marks)
- b) With the aid of a diagram, discuss the basic steps in grievances procedure. ( 10 marks)

## **QUESTION FOUR**

- a) What benefits accrue to COTU as a result of being affiliated to ILO? (10 marks)
- b) Managers resist trade unions for a variety of entirely logical and rational reasons and thus they can continue this opposition indefinitely. Comment on the reasons that will presumably make them continue so. (10 marks)

## **QUESTION FIVE**

- a) Explain the challenges facing the Central Organization of Trade Unions (COTU) as workers umbrella in Kenya. ( 10 marks)
- c) Explain who the participants in the interaction process in industrial relations are. (10 marks)