



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE
AND TECHNOLOGY**

UNIVERSITY EXAMINATION 2012/2013

**2ND YEAR 1ST SEMESTER EXAMINATION FOR THE DEGREE
OF MASTER OF BUSINESS ADMINISTRATION
(KISUMU LEARNING CENTRE –SB)**

COURSE CODE: MBA 836

COURSE TITLE: INDUSTRIAL RELATIONS

DATE: 29/5/2013

TIME: 9.00-12.00 NOON

DURATION: 3 HOURS

INSTRUCTIONS

- 1. This paper contains SIX (6) questions**
- 2. Answer ANY 3 Questions**
- 3. Write all answers in the booklet provided**

1. a). What is collective bargaining? Explain various factors that hinder the successful functioning of a collective bargaining process. **10 marks**

b. You have been appointed by your fellow workers to prepare for a grievance meeting. Please discuss on the process that you will follow in order to Prepare for a successful Grievance Procedure Meeting

10 marks.

2. Discuss on the various causes of industrial disputes **10 marks**

b. Pre-requisites for a successful negotiation process **10 marks**

3. a. List down the objectives of industrial relations **8 marks**

b. Explain various functions of Trade Unions and impact of globalization on the Trade Union Movement in Kenya (**12 marks**)

4. a. Highlight on the objectives of the IOE **5 marks**

b. Discuss the importance/necessity of employers movement **15 marks**

5. a Rules Governing Workplace Investigation by Anton Aboud **10 marks**

b. The effectiveness of a trade union is hindered by many factors. Please list and explain these factors

10 marks

6. Write short notes on (**15 marks**)

- The process of collective bargaining.

- Importance of industrial peace.

- Causes of strikes and their remedies.