

**JARAMOGI OGINGA ODINGA UNIVERSITY OF
SCIENCE AND TECHNOLOGY (JOOUST)
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF
MASTERS
2ND YEAR FIRST SEMESTER 2018/2019 ACADEMIC
YEAR**

KISII LEARNING CENTRE (KLC)

COURSE CODE: MBA 836

COURSE TITLE: INDUSTRIAL RELATIONS

TIME: 3HRS

INSTRUCTIONS:

- 1. ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS*
- 2. CANDIDATES ARE ADVISED NOT TO WRITE ON THE QUESTION PAPER*
- 3. ANSWER BOOKLETS SHOULD BE HANDED TO THE INVIGILATOR WHILE IN THE EXAM ROOM*

QUESTION ONE (COMPULSORY)

- A) Explain the following terms as used in industrial Relations:
- i) Lock-outs (2mks)
 - ii) Cooling-off period (2mks)
 - iii) Strike breakers (2mks)
- B) Differentiate between *closed-shop agreement* and *union-shop agreement* (4mks)
- C) Highlight four ways in which unions use to champion their agitations striking employees (5mks)

QUESTION TWO

Over the recent years, Kenya Government has been hit by prolonged strikes, picketing and work slow-downs. Basing your responses on this situation, discuss the various causes of industrial conflicts in Kenyan labour market and comment on how the parties involved reach to a solution. (10mks)

Briefly explain the basic steps in grievances procedures. (5mks)

QUESTION THREE

- a) Discuss the objectives of Industrial Relations in any business set up. (8mks)
- b) Explain the challenges facing Central Organization of Trade Unions (COTU) as workers' umbrella in Kenya (7mks)

QUESTION FOUR

- a) Discuss the benefits of Collective Bargaining Agreement (CBA) as a tool in resolving disputes between employees and employers. (9MKS)
- b) By use of conceptual frame work diagram, discuss the various components of the unionization of employee in the union management relations. (6MKS)

QUESTION FIVE

- a) Discuss the contributions of trade unions and employer associations make towards improving industrial relations in the recent Teachers' and Nurses strike in Kenya (8MKS)
- b) By use of relevant examples, discuss how industrial conflicts can affect business performance. (7MKS) THE END.