



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS**

**2ND YEAR 2ND SEMESTER BACHELOR OF BUSINESS ADMINISTRATION AND 2ND YEAR
1ST SEMESTER LOGISTICS AND SUPPLY CHAIN MANAGEMENT**

MAY – AUGUST 2023

KISUMU CAMPUS

UNIT CODE: BEB 9408

UNIT NAME: INDUSTRIAL & LABOUR RELATIONS

DURATION: 2 HOURS

INSTRUCTIONS

1. This paper contains 5 questions
2. Answer question 1 (compulsory) and any other 2 questions
3. Write all the answers in the booklet provided

QUESTION ONE (30 MARKS)

- a) Discuss the tripartite relationship in the labour relations highlighting the roles of each party in creating good industrial relations (10 marks)
- b) Discuss key benefits of alternative dispute resolution (ADR) in an industrial relationship (10 marks)

c) The bargaining power in the employee to employer relations is biased towards the employer. Describe the important roles of the employment and labour law court in Kenya (5 marks)

d) Describe the role of international labour organization (ILO) in the industrial relations (5 marks)

QUESTION TWO (20 MARKS)

a) Outline various causes of grievances in modern organizations and illustrate how managers can prevent industrial dispute in their organizations (10 marks)

b) Describe the impact of trade unions in the economic social and political development in Kenya (10 marks)

QUESTION THREE (20 MARKS)

a) Discuss various responsibilities of a trade union and describe the challenges it faces in the process of performing the responsibilities (10 marks)

b) Highlight the major causes of bad industrial relations and show ways organizations may use to improve the relations (10 marks)

QUESTION FOUR (20 MARKS)

a) Discuss the key factors affecting industrial relations in Kenya today and for each factor discussed illustrate how adverse effects can be minimized (10 marks)

b) Positive discipline promotes cooperation and coordination with a minimum of formal organization and supervision. Briefly discuss common causes of indiscipline in modern organizations (10 marks)

QUESTION FIVE (20 MARKS)

a) Unions and management representatives recognize that no single causal factor determines wage outcomes. Discuss five factors that the parties may identify as important in determining the amount of wages to be paid to workers (10 marks)

b) Collective bargain agreements (CBA) are important tools that organizations use for attracting retaining and enhancing levels of employee commitment. Discuss various elements of a good collective bargain agreement (10 marks)