



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTER OF BUSINESS**  
**ADMINISTRATION**  
**2<sup>ND</sup> YEAR 2<sup>ND</sup>. SEMESTER 2016/2017 ACADEMIC YEAR**  
**KISII CAMPUS-PART TIME**

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**COURSE CODE: MBA 836**

**COURSE TITLE: INDUSTRIAL RELATIONS**

**EXAM VENUE: LR 10**

**STREAM: MBA**

**DATE: 22/12/16**

**EXAM SESSION: 9.00 – 12.00 NOON**

**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**

(a) Explain the concept of industrial relations (10marks)

(b) Discuss the various techniques of resolving industrial disputes. (10 marks)

(c) Explain the various features of industrial relations (10marks)

**QUESTION TWO**

( a) Discuss the major actors in industrial relations and their roles.

(8 marks)

(b) Explain the process of collective bargaining in an industrial set up.

(7 marks)

**QUESTION THREE**

Discuss the objectives of industrial relations in relation to organizational performance.

(15 marks)

**QUESTION FOUR**

Discuss the performance trade of trade unions in Kenya in the wake industrial actions that have been witnessed in the recent past. (15 marks)

**QUESTION FIVE**

Discuss the various causes of disputes in industrial relations and suggest possible ways of resolving them.

(15 marks)