



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SCIENCES
UNIVERSITY EXAMINATION FOR THE DEGREE IN MASTERS IN BUSINESS ADMINISTRATION
YEAR I ISEM II 2019/2020 ACADEMIC YEAR
KISUMUCAMPUS AND KISHI CAMPUS

COURSE CODE: MBA 836:

COURSE TITLE: INDUSTRIAL RELATIONS:

DATE: 13TH DECEMBER 2019

EXAMS SESSION: 9.00 – 12.00 NOON

TIME: 3.00 HOURS

JOOUST Observes zero tolerance to exams cheating

Question One

- a) Explain five ways in which employees may contribute to good Industrial relations in an Organization. **(5 marks)**
- b) Explain five objectives that the Federation of Kenya Employers (FKE) seeks to achieve in Labour and industrial relations. **(5 marks)**
- c) Outline six management practices that may lead to industrial disputes in an organization. **(5marks)**

Question Three

- a) The government bonds employees to ensure they do not leave service soon after benefiting from government sponsored training. **(8 marks)**
- b) Explain five reasons that make workers organize themselves into trade unions. **(7 marks)**

Question Four

- a) Describe, discuss and evaluate the benefits of the grievance procedure. **[8 marks]**
- b) Evaluate three ways in which discrimination can be avoided in the workplace. **[7 marks]**

Question Five

- a) Analyze what is meant by the term 'employee engagement'. **[5 marks]**
- b) Evaluate four benefits to an employer for seeking to promote positive employee engagement within an organization. **[5 marks]**
- c) Briefly outline your understanding of the term collective bargaining. **[5 marks]**

Question Six

- a) Describe what you understand by the following theories: unitarism or pluralism. **[5 marks]**
- b) Analyze and evaluate the impact the theories and their application have on the employee relations field. **10 marks]**

Question Seven

- a) The employment and labour relation court (Industrial Court) is responsible for promoting good industrial relations in the country. Explain five ways in which the court achieves this objective. **(10 marks)**
- b) Highlight four grounds on which the management of an organization may refuse to recognize a trade union. **(5 marks)**