

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY**

**OF**

**AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2014/2015**

**YEAR 3 SEMESTER I EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE**

**HBC 2204: EMPLOYEE RELATIONS**

**DATE: APRIL 2015 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (COMPULSORY)**

1. Describe the role of labour laws in management of employee relations in Kenya (10marks)
2. Describe the process of labour organizing process in Kenya as stipulated in the labour Relations Act (10marks)
3. What is the role of a negotiator in collective bargaining? (3marks)
4. Describe the qualities of a good negotiator (7marks)

**QUESTION TWO**

1. Describe five types of strikes highlighting the objectives of the initiating party for each respective type of strike (10marks)
2. Explain three types of approaches employed in resolving a negotiation impasse stating the effectiveness of each approach. (10marks)

**QUESTION THREE**

1. Make short notes on the following terms commonly used in employee relations in Kenya.
2. Picket line
3. Check-off system
4. Agency fees
5. Disciplinary procedure
6. Deadlock (10marks)
7. Describe the logical steps in collective bargaining process (10marks)

**QUESTION FOUR**

1. Explain common causes of poor relations between management and employees (10marks)
2. Suggest approaches of restoring harmonious employee relation at the work place. (10marks)

**QUESTION FIVE**

Some managers believe that the presence of trade unions leads to a positive improvement in employee relations. Others strive to prevent trade unions from gaining foothold among employees. Discuss citing examples (20marks)