

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

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

# **UNIVERSITY EXAMINATIONS 2014/2015**

THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

**HBH 2303 : EMPLOYEE RELATIONS**

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

**INSTRUCTIONS:**

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

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**QUESTION ONE [COMPULSORY]**

1. Examine the characteristics of a good employee relations climate [10 marks]
2. Explain the reasons why employees choice to join trade union [10 marks]
3. Examine the key bargaining items to consider when negotiating a collective bargaining agreement [10 marks]

**QUESTION TWO**

1. Discuss the key policies issues to consider when writing a policy document for employee relations [10 marks]
2. Explain the causes of grievances among employees [5 marks]

**QUESTION THREE**

1. Examine the role of the tripartite parties in managing employee relations as stipulated in the industrial relations charter. [10 marks]
2. Explain the situations in which collective bargaining could be considered to be in bad faith [5 marks]

**QUESTION FOUR**

1. Discuss the various interventions strategic that the minister of labour can consider taking to resolve an industrial dispute.
2. Explain the preparation steps that managers should take before negotiating a labour contract [5 marks]