



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**THIRD YEAR SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH INFORMATION TECHNOLOGY**

MAIN CAMPUS

ABA 321: LABOUR RELATIONS

Date: 6th June, 2017

Time: 8.30 - 11.30am

INSTRUCTIONS:

- Answer question ONE and any other THREE.



QUESTION ONE

- a) In search for effective labour relations and commitment to the goals of an organization, there are two main perspectives of organization. The two perspectives are neither wrong nor right. Contrast the two main perspectives of organization and their implications to managers. (10 mks)
- b) Trade unions are a major feature of labor relations in Kenya, assess their relevance to the management of organizations. (10 mks)
- c) There are several causes of poor relations in organizations. As an expert in labour relations, suggest the remedies to such relations. (5 mks)

QUESTION TWO

- a) Employee participation is being embraced by most organizations; describe methods of employee involvement in management. (10 mks)
- b) Collective bargaining is a recognized process of solving industrial disputes in Kenya. Explain advantages of collective agreement to both parties to a dispute. (5 mks)

QUESTION THREE

- a) Discuss the role of trade unionism to the development an economy. (10 mks)
- b) Describe common cause of grievances in organization. (5 mks)

QUESTION FOUR

- a) Global trends show a declining membership of trade unions especially in developed economies, Discuss the possible causes of the trend. (10 mks)
- b) As a union official preparing to participate in a collective bargaining, describe preparations that you should make. (5 mks)

QUESTION FIVE

- a) Describe the relevance of historical development of industrial relations system to current managers. (10 mks)
- b) The Trade Union Movement has grown significantly since the colonial days and has sound administrative structure. Outline any five functions of the National Executive Council (N.E.C) of a Trade Union. (5 mks)

QUESTION SIX

- a) Discuss the role of International labour organization (ILO) in improving industrial relations. (10 mks)
- b) Describe any five recruitment strategies that can be employed by unions to increase membership. (5 mks)