



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
(MARKETING OPTION) WITH INFORMATION TECHNOLOGY**

CITY CAMPUS– EVENING

ABA 321: LABOUR RELATIONS

Date: 20th June, 2017

Time: 5.30 - 8.30 pm

INSTRUCTIONS:

- Answer question ONE and any other THREE questions.
- Question ONE carries 25 marks and the other questions carry 15 marks each.



Question 1

a). Analyze the role of government in the management of labour relations in Kenya. (10 marks)

(b). Explain five ways in which cordial and effective labour management relations can be developed. (10 Marks)

(c). Describe the various kind of labour unions in Kenya. (5 Marks)

Question 2

a). Justify reasons why workers join trade unions. (5 Marks)

(b). Analyze various challenges faced by trade unions that impedes their activities. (10 Marks)

Question 3

a). Discuss principle of good collective bargaining. (10 Marks)

(b). Analyze five salient features of collective bargaining that makes it binding on both parties involved. (5 marks)

Question 4

a). Explain how the outcome of industrial disputes impacts on labour productivity. (10marks)

(b) Suggest measures that can be used in settlement of industrial conflicts. (5 marks)

Question 5

a). Discuss the roles of the international labour organization. (10 Marks)

(b). Recommend to human resource manager, ways in which industrial peace and democracy could be developed and maintained at work place. (5 marks)

Question 6

Central Organization of Trade Union performs various function to ensure prevalence of industrial harmony and effective labour relations. In this regards, analyze these roles. (15 marks)