



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

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

MAIN CAMPUS

ABA 321: LABOUR RELATIONS

Date: 16th February, 2018

Time: 3.30 - 6.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE.
- Question ONE carries 25 marks. The others carry 15 marks each



Question 1.(Compulsory)

a). Clearly show ways in which industrial peace and democracy could be developed and maintained between the employer and employee. (5 marks)

b). Every Government play a critical role in maintenance of industrial harmony and in the country. In this regard, explain the roles of government in management of labour relations in Kenya. (10 marks)

c). The International Labour Organization was formed in 1919 to promote social justice through formulating international labour standards. Clearly enumerate on the functions of the ILO. (10 marks)

Question 2.

a). Elucidate on the reasons why workers join trade union. (7 marks)

b). Enumerate on the roles of Central Organization of Trade Unions (COTU) as an umbrella body of other unions in Kenya. (8 marks)

Question 3.

a). Collective bargaining is a procedure by which employers and a group of employees agree upon the conditions of work. Explain five salient features of collective bargaining. (5 marks)

b). Describe the principles of collective bargaining in the negotiation process. (10 marks)

Question 4.

a). Explain various forms of industrial conflicts that may arise between the employer and employees from time to time. (6 marks)

b). Broadly recommend the significant preventive measures of industrial conflicts. (9 marks)

Question 5.

a). Describe the following terminologies as were used in the context of labour relations.

i). Employment Relationship (2.5 marks)

ii). Industrial Relations (2.5 marks)

b). Explain five labour management laws that affect management of labour relations practices in Kenya. (10 marks)

Question 6.

a). Explain four forms of collective bargaining. (8 marks)

b). Suggest ways in which cordial and effective labour management practices can be maintained at workplace. (7 marks)