



# MURANG'A UNIVERSITY OF TECHNOLOGY

## SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

UNIVERSITY POSTGRADUATE EXAMINATION

2017/2018 ACADEMIC YEAR

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR DOCTOR OF  
PHILOSOPHY IN BUSINESS ADMINISTRATION**

**BHR 706: INDUSTRIAL RELATIONS IN THE PUBLIC SECTOR**

DURATION: 3 HOURS

DATE: 22<sup>ND</sup> AUGUST, 2018

TIME: 2.00 – 5.00 P.M.

### **Instructions to Candidates:**

1. Answer **Any Four** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

### **QUESTION ONE**

- a) Define the term Industrial Relations (5 marks)
- b) What are the key labour relations strategies that organizations can adopt in relation to unionization (5 marks)
- c) Discuss unfair labour practices by management in organization (5 marks)
- d) Explain unfair practices by unions in a country of your own choice (5 marks)
- e) Explain the Labour Relations movement in Kenya (5 marks)

### **QUESTION TWO**

- a) What are the common characteristics of labour law relations in developing countries (15 marks)
- b) Discuss the unions organization and reorganization systems and processes (10 marks)

### **QUESTION THREE**

- a) Explain collective bargaining and the critical steps involved? (15 marks)
- b) What is the impact of unionization on HRM? (10 marks)

### **QUESTION FOUR**

- a) Draw and explain the grievances procedure and the steps involved (15 marks)
- b) Describe the process of building effective labour management relations (10 marks)

### **QUESTION FIVE**

- a) Explain two of the challenges facing the unions movement in Kenya (10 marks)
- b) Discuss safety/health and employee welfare at workplace of an organization of your choice (15 marks)