

**MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2018/2019 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: HRD 011**

**COURSE TITLE : LABOUR AND INDUSTRIAL RELATIONS**

**DATE: 7TH DECEMBER, 2018 TIME: 0830 – 1030 HRS**

**INSTRUCTIONS TO CANDIDATES**

Answer Question **ONE** and any other **THREE** Questions

*This paper consists of 2 printed pages. Please turn over.*

**Question One**

a) Distinguish between Maxist and pluralist theory of industrial relations

**( 8 marks )**

b)Explain any five importance of industrial relations in an organization

**( 10 marks )**

c)Explain the main components of industrial relations **( 7 marks )**

**Question two**

a)Explain any five rules applicable in resolving conflicts in an organization

**( 10 marks )**

b)Highlight any five rights of an employee as provided in the trade unions act

 **( 5 marks )**

**Question Three**

Discuss any five features of a collective bargaining agreement **( 15 marks )**

**Question four**

a) In relation to collective bargaining agreements explain any five factors affecting the effectiveness of the process. **( 10 marks)**

b) Identify any five importance of a collective bargaining agreement to employees.  **( 5 marks)**

**Question five**

 Discuss any five challenges affecting effectiveness of trade unions in Kenya

**( 15 marks )**

**Question six**

Discuss any three methods of dispute resolution in an organization

**(15 marks )**

**…………………………………………………………END ………………………………………………**