



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

UNIVERSITY SPECIAL/SUPPLEMENTARY EXAMINATIONS

2021/2022 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR DIPLOMA

IN

BUSINESS MANAGEMENT

COURSE CODE: DBA 209

COURSE TITLE: INDUSTRIAL AND LABOUR RELATIONS

DATE: TUESDAY, 26TH JULY 2022

TIME: 2:00 - 4:00PM

INSTRUCTIONS TO CANDIDATES

Answer Question One and any other TWO

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages: Please Turn Over. ▶

DBA 209: INDUSTRIAL AND LABOUR RELATIONS

Question One

The constitution of Kenya, 2010 Article 41 of the law provides for employees' rights which include: - participation in the formation of a trade union; joining and leaving a trade union. The Labour Relations Act, 2007 gives further guidance on how to form trade unions and employer associations as well as carry out collective bargaining.

- a) Discuss five (5) reasons why employees organize themselves into trade unions (10 marks)
- b) Discuss five (5) grounds on which management of an organization may refuse to recognize a trade union (10 marks)
- c) Explain five (5) objectives that the Federation of Kenyan employers seeks to achieve in labour and industrial relations (10 marks)

Question Two

- a) Discuss five (5) ways in which employers may contribute to good industrial relations in an organization (10 marks)
- b) Explain five (5) tactics that employers may use to force employees to end a strike (10 marks)

Question Three

- a) Discuss five (5) management practices that may lead to industrial disputes in an organization (10 marks)
- b) Collective bargaining is a continuous process. Discuss the processes involved in the collective bargaining. (10 marks)

Question Four

- a) Discuss five duties of employees in ensuring their health and safety at the workplace (5 marks)
- b) Discuss four ways of resolving industrial disputes as provided for by the Labour Relations Act, 2007 (8 marks)
- c) As the manager in your organization, how will you deal with indiscipline cases (7 marks)