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University Examinations 2021/2022

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

BFB 3403: INDUSTRIAL RELATIONS

DATE: JANUARY 2022

TIME: 2 HOURS

INSTRUCTIONS: *Answer question **one** and any other **two** questions*

QUESTION ONE (30 MARKS)

- a) Explain the objectives of industrial relations (6 marks)
- b) Define the term collective Bargaining Agreement (3 marks)
- c) Highlight the negotiations skills required in a collective bargaining negotiation (5 marks)
- d) Dissatisfied workers may file grievances with the management when they feel aggrieved.
Explain the causes of grievances (8 marks)
- e) With introduction of HRM there is no need for employees joining trade unions. Discuss (8 marks)

QUESTION TWO (20 MARKS)

- a) Central organization of trade unions is the umbrella body trade unions. Describe the role of COTU (10 marks)

- b) “It is not easy to identify a single factor as a cause of industrial disputes as many multifactor together result in industrial disputes” critically analyse this statement (10 marks)

QUESTION THREE (20 MARKS)

- a) Highlight challenges affecting trade unions in Kenya giving remedies for each so that the trade unions can be strengthened (10 marks)
- b) Discipline is one area that is important in any organization to enable it achieve its objectives. Discuss the disciplinary process (10 marks)

QUESTION FOUR (20 MARKS)

- a) Trade unions are formed for the major purpose of promoting and protecting employee’s interest. With relevant examples support this statement (10 marks)
- b) Summary dismissal is one of the practices of terminating employment relationship. Discuss the circumstances under which an employee may be summarily dismissed (10 marks)

QUESTION FIVE (20 MARKS)

- a) Strikes are essential to make the collective bargaining process work effectively. Discuss various forms of strikes (10 marks)
- b) Collective Bargaining Agreement (CBA) are important tools that organizations use for attracting, retaining and enhancing levels of employee commitment. Discuss various elements of a good Collective Bargaining Agreement (CBA) (10 marks)