UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER

MAIN EXAMINATION

FOR THE DIPLOMA IN BUSINESS MANAGEMENT
COURSE CODE: DHR 102
COURSE TITLE: INDUSTRIAL AND LABOUR RELATIONS

DATE:07/12/2023   TIME:9:00AM-11:00AM

INSTRUCTION TO CANDIDATES

1) The paper contains FIVE QUESTIONS
2) Attempt THREE questions
3) Question ONE is **Compulsory**

TIME: 2 Hours

QUESTION ONE......................... (30 MKS)

a) The government bonds employees to ensure they do not leave service soon after benefiting from government sponsored training. Explain **FOUR** circumstances under which this bond obligation will be considered to have been discharged.(8 MKS)

b) Explain what you understand by a dispute and list out **FIVE** preventive measures for Industrial Disputes (12 MKS)

c) Briefly explain the term collective bargaining and explain the process of Collective Bargaining (10 MKS)

QUESTION TWO........................ (20 MKS)

a) Explain **FIVE** ways in which employees may contribute to good industrial relations in an organization. (10 MKS)

b) Explain **FIVE** objectives that the Federation of Kenya Employers (FKE) seeks to achieve in labor and industrial relations (10 MKS)

QUESTION THREE...................... (20 MARKS)

a) The Public officers and Ethics act 2000 requires public officers to maintain professionalism when discharging their responsibilities. Outline 5 provisions of the Act, in relation to this requirement (10 MKS)

b) Explain 5 reasons that make it necessary for a country to enact labor laws (10 MKS)

QUESTION FOUR...................... (20 MARKS)

a) Outline **SIX** management practices that may lead to industrial disputes in an organization (12 MKS)

b) Highlight **FOUR** grounds on which the management of an organization may refuse to recognize a Trade Union (8 MKS)

QUESTION FIVE.................. (20 MARKS)

a) Differentiate the following (6 MKS)
   a) Industrial relation,
   b) Labor relations
   c) Employee relations

b) Briefly describe a contract of employment and outline 6 information that should be contained in a contract employment (14 MKS)