



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN BUSINESS ADMINISTRATION

BBA 061 LABOUR AND INDUSTRIAL RELATIONS

DATE: 24/7/2019

TIME: 11.00-1.00 PM

INSTRUCTIONS

QUESTION ONE

- a) Identify SIX indicators of poor Industrial relations in an Organization (12 marks)
- b) Highlight FOUR ways in which employers can enhance Industrial harmony (8 marks)
- c) Explain FIVE ways in which the ministry of labour facilitates the settlement of Industrial disputes in Kenya (5 marks)
- d) Explain the role of the Federation of Kenya employers (FKE) in promoting good labour and Industrial Relations in Kenya (5 marks)

QUESTION TWO

- a) Explain measures that may be taken by a trade union to enhance its effectiveness in dealing with Labour matters (10 marks)
- b) Outline FIVE implied duties of an employee in a contract of service. (10 marks)

QUESTION THREE

- a) Explain SIX functions of the Central Organization of Trade Union of Kenya (COTU-K)
(10 marks)
- b) Outline FOUR circumstances when an employer may summarily dismiss an employee
(10 marks)

QUESTION FOUR.

- a) One of the methods of settling Industrial disputes is through arbitration. Outline the reasons for using this method.
(10 marks)
- b) Explain the measures than an International Labour Organization (ILO) may take to encourage its member countries to conform to its conventions
(10 marks)

QUESTION FIVE

- a) Discuss FIVE ways in which the employer may contribute to a successful Collective Bargaining process.
(10 marks)
- b) Explain FIVE possible negative consequences of employees who fail to follow right procedure when tabling their grievances on remuneration
(10 marks)