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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT
CHR 109 INTRODUCTION TO INDUSTRIAL AND LABOUR RELATIONS

Date:9TH AUGUST,2024
Time:2.30PM-4.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Read the passage carefully and answer the questions that follows

Nearly all unions are structured and work in similar ways. They are also affected by similar challenges. Institutional Laws requires an employer to actively bargain with a union in good faith; however, the employer is not required to agree to any specific terms. Multiple negotiation rounds are conducted between the union's bargaining unit—a group of members whose duty is to assure that its members are properly compensated and represented—and the employer.

A collective bargaining agreement (CBA) is eventually agreed upon and signed. The CBA outlines pay scales and includes other terms of employment, such as vacation and sick days, benefits, working hours, and working conditions.

After signing the CBA, an employer cannot change the agreement without a union representative's approval; however, CBAs eventually expire, at which time the labor union and management must negotiate and sign a new agreement.

- a) According to the passage above, explain the terms of employment that collective bargaining covers. (6 Marks)
- b) Explain the different types of labour unions in Kenya. (6 Marks)
- c) Labour unions are structured and work in similar ways. They are also affected by similar challenges. Explain these challenges that hinders trade union in Kenya today. (6 Marks)
- d) Identify the ways of strengthen trade unions. (6 Marks)
- e) Explain the importance of trade unions to the employees. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Mention the importance of Labour Industrial Relations. (8 Marks)
- b) Highlight the challenges to Labour Industrial Relations. (6 Marks)
- c) Give the functions of the Industrial and labour relations court. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Identify the various scopes in Labour Industrial Relations. (5 Marks)
- b) Explain the reasons for maintaining a good relationship between the employer and the employee. (8 Marks)
- c) Identify the causes of conflict in work places and how they can be solved. (7 Marks)

QUESTION FOUR (20 MARKS)

- a) Identify the factors that affect Labour Industrial Relations. (5 Marks)
- b) As a human resource manager, explain the steps you follow when handling dispute at work place. (8 Marks)
- c) Using examples, discuss the components of power application in the organization. (7 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the characteristics of social security law. (5 Marks)
- b) Mention the significant elements of industrial relation. (7 Marks)
- c) Explain the purpose of an employment contract to the following group. (8 Marks)
 - i. Employees
 - ii. Employers