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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DBA 1009 LABOUR AND INDUSTRIAL RELATIONS

Date: 14TH AUGUST 2024

Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Examine how industrial relations contribute to a harmonious and productive work environment. (6 Marks)
- b) Identify any five categories of trade unions in Kenya, and their areas of influence. (5 Marks)
- c) Using examples, evaluate the potential benefits of incorporating employee input in an organization. (4 Marks)
- d) Identify the key essential skills needed for successful collective bargaining. (5 Marks)
- e) Explain how the government involvement in the tripartite agreement influences the outcomes for employers, employees' relationship. (5 Marks)
- f) Outline how the Employment Act 2007 addresses the responsibilities of employers in Kenya. (5 Marks)

QUESTION TWO (20 MARKS)

- a) Explain the role of basic assumptions of industrial relations in shaping the relationship between employers and employees. (8 Marks)
- b) Discuss the effective negotiation skills that contribute to successful outcomes in industrial relations. (6 Marks)
- c) As a trade union official, explain to new employees the key objectives of COTU as an umbrella body of the trade unions in Kenya. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Examine ways in which trade union can collaborate to establish harmonious industrial relations in an organization. (8 Marks)
- b) Explain the role of the Salaries and Remuneration Commission according to Article 230(4) (SRC Act No. 57 of 2012) in ensuring fair compensation practices in Kenya. (7 Marks)
- c) Examine the impact of employee grievances on the overall organizational performance and employee satisfaction. (5 Marks)

QUESTION FOUR (20 MARKS)

- a)** Involvement and participation take various forms at different levels in an enterprise. Describe the levels of employee voice in an organization. (8 Marks)
- b)** Examine the challenges faced in the collective bargaining process. (6 Marks)
- c)** The future of work has emerged as one of the key contemporary issues in industrial relations. Explain the key components of decent work. (6 Marks)

QUESTION FIVE (20 MARKS)

- a)** Discuss the role of trade unions in protecting workers' rights and promoting fair labour practices. (6 Marks)
- b)** Discuss how Pluralism, unitarist, power-sharing, and partnership industrial relations approaches influence the relationship between employers and employees, in managing workplace relations. (8 Marks)
- c)** Using the Occupational Safety and Health Act 2007, section 13, demonstrate the obligations of an employee while at the workplace. (6 Marks)