



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **THREE**
FIRST SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 362

COURSE TITLE: LABOUR AND INDUSTRIAL RELATIONS

EXAMINATION DURATION: 3 HOURS

DATE: 07/12/17

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **THREE (3)** printed pages

please turn over



QUESTION ONE (COMPULSORY)

(a) Read the case study below and answer the questions that follow:

A multinational company in the food processing sector has been operating in India for about two decades. The company has recently decided to expand its production. Since the space is not adequate at present location. It was decided to expand its production. Since the space is dot adequate at present location, it was decided to shift the factory to a new location which is about 20 kms away from its present site. As the workers transferred to the new site were living in the town nearby, the union demanded an increase of Rs. 300/- per month in the salary, but the Company offered to give Rs. 140/- only to cover the cost of transportation.

When the plant was being shifted to the new site, negotiations went on uninterrupted between the management and the Union on several issues including pay hike. However, both the parties could not come to a settlement every after 6 months of shifting to a new facility.

The management was firm on their decision even though the union indicated some flexibility with respect to pay hike. The union refused to compromise on the issue and they adopted go-slow strategy to pressurize the management. Consequently, the production went down drastically, but still the Management was firm on their stand. In the meanwhile, the management charge –sheeted some of the Trade Union leaders and suspected them.

i. Analyze the case given above and explain the problems and causes thereof. [8 marks]

ii. If you are a General Manager of this company, how would you resolve the problem [5 marks]

(b) Discuss three situations which describe child labor [6 marks]

(c) Write short notes on the following:

i. Piece work employment [2 marks]

ii. Apprenticeship contract [2 marks]

iii. Probation [2 marks]

QUESTION TWO

(a) Clearly outline the grievance handling procedure. [7 marks]

(b) Describe the main features of trade union movements in Kenya. [8 marks]



QUESTION THREE

- (a) Outline the main objectives of maintaining sound industrial relations. **[5 marks]**
- (b) Explain briefly the objectives and functions of trade unions in modern industrial organization. **[10 marks]**

QUESTION FOUR

- (a) Describe why reasons workers join a trade union. **[7 marks]**
- (b) State five suggestions with which you are familiar for improving industrial relations in an organization. **[8 marks]**

QUESTION FIVE

- (a) Mention five causes of refusal of registration of a trade union. **[5 marks]**
- (b) Discuss five prevention measures of an industrial disputes **[10 marks]**

QUESTION SIX

- (a) Briefly discuss at least four types of strikes. **[8 marks]**
- (b) Discuss the essential prerequisites for making collective bargaining successful. **[7 marks]**

