



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR ONE
THIRD SEMESTER EXAMINATION**

SCHOOL OF EDUCATION, ARTS AND SOCIAL SCIENCES

FOR THE DIPLOMA IN PUBLIC ADMINISTRATION

COURSE CODE: DPA 04

COURSE TITLE: ELEMENTS OF INDUSTRIAL RELATION

EXAMINATION DURATION: 2 HOURS

DATE: 08/08/18

TIME: 9.00-11.00AM

INSTRUCTION TO CANDIDATES

- **The examination has FIVE (5) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other TWO (2) questions from the remaining FOUR (4) 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 TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- a) Define the following terms **[8 Marks]**
- i. Industrial relation
 - ii. Collective bargaining agreement
 - iii. Globalization
 - iv. Trade unions
- b) Describe the actors of industrial relations in Kenya **[6 Marks]**
- c) State and Explain the importance of industrial in Kenya **[10 Marks]**
- d) Identify the effects of globalization in industrial relations **[6 Marks]**

QUESTION TWO

- a) Outline four main trades disputes handled by the industrial relation disputes **[10 Marks]**
- b) Briefly describe the objectives of collective bargaining agreement **[10 Marks]**

QUESTION THREE

- a) State and briefly describe the factors that influence industrial relations in Kenya **[10 Marks]**
- b) Identify the benefits of joining trade unions **[10 Marks]**

QUESTION FOUR

- a) Describe the process of collective bargaining agreement **[10 Marks]**
- b) Identify and describe the importance of collective bargaining agreement **[10 Marks]**

QUESTION FIVE

- a) Explain the following theories of social and economic developments
- i. Development theory **[5 Marks]**
 - ii. Neoclassical theory **[5 Marks]**
 - iii. Dependency theory **[5 Marks]**
- b) State the main objectives of industrial relations system **[5 Marks]**

