

2908/302

2909/302

LABOUR AND INDUSTRIAL
RELATIONS

July 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN ROAD TRANSPORT MANAGEMENT

MODULE III

LABOUR AND INDUSTRIAL RELATIONS

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **SEVEN** questions.*

*Answer any **FIVE** questions in the answer booklet provided.*

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

1. (a) Explain **five** characteristics of a good grievance handling procedure in an organization. (10 marks)
- (b) Highlight **five** consequences that an employee may face for participating in an illegal strike. (10 marks)
2. (a) Outline **five** responsibilities of the government as outlined in industrial relations charter. (10 marks)
- (b) Explain **five** reasons that may make employees to join trade unions. (10 marks)
3. (a) Explain **five** ways in which good industrial relations may impact positively on a country's economy. (10 marks)
- (b) In exercising its mandate, the employment and labour relations court has powers to grant certain awards. Outline **five** such powers. (10 marks)
4. (a) Outline **six** obligations of employers to their employees. (12 marks)
- (b) Highlight **four** categories of membership to the Federation of Kenya Employers. (8 marks)
5. (a) Explain **six** reasons that may account for the preference of employment and labour relations court in resolving industrial disputes. (12 marks)
- (b) Outline **four** roles played by law in the collective bargaining process. (8 marks)
6. (a) Central Organization of Trade Unions (COTU) aims at achieving certain objectives. Outline **six** of these objectives. (12 marks)
- (b) Explain **four** challenges that an organization may face in the process of practicing consultations between management and employees. (8 marks)
7. (a) Highlight **six** requirements that should be observed for a collective bargaining agreement to be legally enforceable. (12 marks)
- (b) Outline **four** challenges that workers in Kenya faced during the pre-independence period. (8 marks)

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