



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR MASTER OF SCIENCE IN  
HUMAN RESOURCE MANAGEMENT**

**BHR 603 – INDUSTRIAL RELATION**

**DURATION: 2 HOURS**

### **INSTRUCTIONS TO CANDIDATES:**

1. Answer **ANY FOUR** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

### **QUESTION ONE (25 MARKS)**

Discuss the three main theories of industrial relation pin pointing their relevance in the industrial relations practice. (25 marks)

### **QUESTION TWO (25 MARKS)**

Describe the role played by the following actors in industrial relations

- i. Employees and their trade unions. (8 marks)
- ii. Employees and their associations. (8 marks)
- iii. The government and its agencies. (7 marks)

### **QUESTION THREE (25 MARKS)**

- a) Explain the major causes of industrial relations problems in Kenya today. (10 marks)
- b) Evaluate the mechanisms organizations should put in place to avert the negative impacts of industrial relations problems. (15 marks)

### **QUESTION FOUR (25 MARKS)**

- a) Summarise the relevance of worker's participation in decision making process and enumerate some of the commonest models of workers participating in decision making process. (15 marks)
- b) Discuss the challenges and barriers organizations encounter during implementation worker's participation programmes. (10 marks)

### **QUESTION FIVE (25 MARKS)**

- a) Examine some of the potential consequences of mishandling disciplinary issues in the work place providing suitable and relevant examples in each case. (15 marks)
- b) How can organization maintain good stations with its employees during administration of discipline? (10 marks)