



MURANG'A UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Science and Technology)
TOWN CENTRE

ORDINARY UNIVERSITY EXAMINATION 2014/2015 ACADEMIC YEAR

THIRD SEMESTER EXAMINATION FOR THE DIPLOMA OF BUSINESS MANAGEMENT

(DBM 14D SEM 3)

COURSE CODE: DBH 1214

COURSE TITLE: LABOUR RELATIONS

DATE: 17TH APRIL 2015

DURATION 2HOURS

INSTRUCTIONS TO CANDIDATE:

Question **ONE (1)** is compulsory that carry **30 marks**.

Answer Any other **TWO (2)** questions of the Three questions each **20 marks**

MRUC observes ZERO tolerance to examination irregularities

This paper consists of 2 printed pages. Please turnover

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Q. 1 (a) Define the term industrial relations. [2 marks]

(b) Briefly explain FOUR main types of trade disputes that are handled by the industrial relations department. [8 marks]

(c) Discuss at least FIVE functions performed by the industrial relations department. [10 marks]

(d) Explain the causes of industrial relations problems among the employees. [10 marks]

Q. 2 (a) Explain FIVE main objectives which managers seek to achieve in the industrial relations. [10 marks]

(b) Discuss the meaning of the FIVE terms related to the trade union Act Cap 233. [10 marks]

Q. 3 (a) Outline the pre-industrial court procedure followed when a dispute arises.

[8 marks]

(b) Identify the FIVE reasons for the union branch officials to investigate the complaint to determine whether it is genuine.

[10 marks]

(c) Outline TWO circumstances under which collective bargaining can only function.

[2 marks]

Q. 4 (a) The workmen's compensation Act Cap 236 of the law of Kenya requires that an employer of a person injured or killed in course of his work be compensated by the same employer. Discuss

[14 marks]

(b) Briefly explain THREE issues that are covered in collective bargaining.

[6 marks]