



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

MAIN CAMPUS

SUPPLEMENTARY / UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

THIRD YEAR SECOND SEMESTER EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE HUMAN RESOURCE MANAGEMENT**

COURSE CODE: HEH 2308

COURSE TITLE: INDUSTRIAL & EMPLOYEE RELATIONS

DATE: 5TH AUGUST 2015

TIME: 9.00-11.00AM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer THREE (3) questions

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

QUESTION 1

- (a) Why is it necessary for government to get involved in the practice of industrial relations? (14 marks)
- (b) A sound grievance procedure must contain some essential guiding principles. Explain. (8 marks)
- (c) What are the common causes of indiscipline in organizations?. Discuss the most frequent violations (8 marks)

QUESTION 2

Involving employees in decision-making, particularly incorporating their views have a discernible influence. In the light of this statement;

- a) Describe the importance of workers participation in management (10 marks)
- b) Discuss the levels of workers participation in management (10 marks)

QUESTION 3

- a) What is a tripartite relationship? Discuss the major benefits of Tripartite Cooperation at industry level (12 marks)
- b) Discuss the terms applicable to different types of terminations in the modern organizations. (8 marks)

QUESTION 4

- a) Discuss the critical factors that are imperative for effective collective bargaining (12 marks)
- b) Discuss the major functions of the International Labour Organization (ILO) (8 marks).