

MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

ORDINARY UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

THIRD YEAR SECOND SEMESTER EXAMINATIONS

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

COURSE CODE: HEH 2308;

COURSE TITLE: INDUSTRIAL AND EMPLOYEE RELATIONS

DATE: TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two 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 the government to get involved in the practice of industrial relations? (10 marks)
- (b) A sound grievance procedure must contain some essential guiding principles. Explain. (10 marks)
- (c) An employee in your department is often reporting late to work. As the Human Resource Manager, what factors would you consider when disciplining him / her?. Describe the procedure for taking disciplinary action. (10 marks)

QUESTION 2

- (a) Involving employees in decision-making, particularly incorporating their views have a discernible influence. In the light of this statement, Explain the importance of workers participation in management (10 marks)
- (b) What is a tripartite relationship? Discuss the major benefits of Tripartite Cooperation at industry level (10 marks)

QUESTION 3

- (c) Explain the terms applicable to different types of terminations in the modern organizations. (8 marks)
- (d) Discuss the critical factors imperative for effective collective bargaining (12 marks)

QUESTION 4

- a) Discuss the major functions of the International Labour Organization (ILO).(8 marks).
- b) Describe the various machineries constituted for settlement of industrial disputes (10 marks).