



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business and Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF COMMERCE (HRM)

BHR 4302: INDUSTRIAL AND EMPLOYEE RELATIONS

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

Theories form the backbone of any subject matter. In view of this statement explain the following theories of Industrial Relations.

- a) Dunlop's theory. **(10 marks)**
- b) Perspectives of industrial relations. **(20 marks)**

QUESTION 2

- a) The Industrial Relations Charter was established in 1964 to promote industrial peace in the country. The government of the Republic of Kenya, the Federation of Kenya Employers and the central organization of Trade Unions agreed on various provisions. Discuss the provisions in the charter supporting your arguments with examples. **(15 marks)**
- b) Using examples discuss atleast **FIVE** differences between Industrial Relations and Employee Relations. **(5 marks)**

QUESTION 3

- a) The management of Byrox Ltd is preparing for negotiation with its Trade Union. As a Human Resource Manager explain to the negotiating team the preparations that should be made for successful and effective negotiation. **(12 marks)**
- b) Explain the benefits that would accrue to both Byrox Ltd and the trade union members if an effective joint consultation option was pursued. **(8 marks)**

QUESTION 4

In order to enhance communication with employees on issues affecting their interests and that of the organization as a whole, the management of CBY Company Ltd has introduced the use of joint committees. Discuss the role of an effective joint committee in fostering a healthy and safe working environment. **(20 marks)**

QUESTION 5

- a) There has been a prolonged industrial dispute at Maua Company Ltd which has impacted negatively on its factories. Explain how the economic impact of a trade dispute can be measured. **(10 marks)**
- b) Explain the social benefits to the management, the government and the employees of Maua factories if a tripartite approach in solving the problem is adopted. **(10 marks)**