TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF ENGINEERING

DEPARTMENT OF COMPUTING AND INFORMATICS

UNIVERSITY EXAMINATION FOR:

BACHELOR OF SCIENCE INFORMATION TECHNOLOGY

BACHELOR OF TECHNOLOGY INFORMATION TECHNOLOGY

BIT 2302: INDUSTRIAL MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: JULY 2017

TIME: 2HOURS

DATE: JULY 2017

Instructions to Candidates
You should have the following for this examination
-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.
Do not write on the question paper.

QUESTION 1

a) Explain the benefits that an employee enjoys for belonging to a trade union   (12 marks)
b) Discuss the steps followed in collective bargaining   (12 marks)
c) Explain the following terms:
   i)   Job analysis   (2 marks)
   ii)   Job specification   (2 marks)
   iii)   Job evaluation   (2 marks)

QUESTION 2

a) Discuss the responsibility of the employer in ensuring the safety, health and welfare of all employees at work.   (10 marks)
b) Explain the role of the government in entrepreneurial development   (10 marks)

QUESTION 3

a) Discuss the benefits of arbitration   (10 marks)
b) Explain the following terms
   i)   Trade union   (2 marks)
   ii)   Arbitration   (2 marks)
   iii)   Job description   (2 marks)
   iv)   Unfair dismissal   (2 marks)
   v)   Entrepreneurship   (2 marks)

QUESTION 4

a) Explain any FIVE sources of finance for a business   (10 marks)
b) Discuss the essentials of a valid contract   (10 marks)

QUESTION 5

a) Discuss the external environment for a business   (10 marks)
b) Discuss:
   i)   Private sector   (5 marks)
   ii)   Public sector   (5 marks)