



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2018/2019 ACADEMIC YEAR**

**FOURTH YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS  
BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BHR 407**

**COURSE TITLE: INDUSTRIAL RELATION &  
LABOUR LAWS**

**DATE: 18<sup>TH</sup> APRIL 2019**

**TIME: 1430 - 1630 HRS**

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## **INSTRUCTIONS TO CANDIDATES**

- 1. Answer Question ONE and any other THREE questions**
- 2. All Examination Rules Apply**

*This paper consists of 2 printed pages. Please turn over.*

### **QUESTION ONE (25 MARKS)**

Kenya is faced with industrial unrest across all sectors in the labour market. As a lead expert on industrial issues, explain to the management of Narok county Referral Hospital on industrial issues based on the following;

- i). The key industrial unrest issues affecting Kenya Nurses sector. (5 Marks)
- ii). The key requirement for good employee relations that the institution should adopt to reduce such unrest in the market (10 Marks)
- iii). If the county government is to come up with a Collective Bargaining Agreement to address workers issues, what are the key contents of the agreement that must be addressed in the document (10 Marks)

### **QUESTION TWO (15 MARKS)**

In some cases, disagreements can arise between the union and the employer in the process of collective bargaining and implementation of the agreement. In line to this understanding, discuss key procedures that you can advise the Kenyan government to use in resolving the ongoing nurses dispute.

### **QUESTION THREE (15 MARKS)**

A grievance is anything that an employee thinks and feels is wrong generally accompanied by an actively disturbing feeling. The dissatisfaction further affects organizational performance. Inline to this understanding, describe the four steps of grievance procedure and the 'do' and don't that are applicable in grievance handling procedure as provided in the industrial Act laws of Kenya.

### **QUESTION FOUR (15 MARKS)**

Employment relations is managed through the provision of laws that are enacted and implemented within a framework of the new constitution of Kenya 2010. Discuss some labour laws and their use in the management of the labour sector in Kenya.

### **QUESTION FIVE (15 MARKS)**

Discuss the role of some industrial actors in the Kenyan industrial issues that need to be involved on the most recurring industrial unrest between the teacher's service commission and the Kenyan primary teachers.

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