



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
FOURTH YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF SCIENCE IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: BHR 407

COURSE TITLE: INDUSTRIAL RELATIONS

DATE: 16TH APRIL 2018

TIME: 1100-1300HOURS

INSTRUCTIONS TO CANDIDATES

- Question **ONE** is compulsory
- Answer any other **THREE** questions

QUESTION ONE

(a) Tumaini company Ltd, a garment manufacturing concern, has lately been suffering industrial unrest. Its employees had been on a go slow for the last two days complaining of poor working conditions, inequitable pay structures among similar cadres of employees and a management that is intolerant and unresponsive to different views apart from its own. Senior company executives have been engaging union representatives of the employee's workers union without success. You have been called in as an expert in Industrial relations to help negotiate an end to the crisis and work out a mutually agreeable settlement to the issue. Outline the strategies you will use to engage both management and the union representatives to help bring an end to the crisis and give suggestions on what should be done to address the issues raised by the employees for a lasting solution to be found.

(15 marks)

(b) Explain the importance of good industrial relations to overall organizational performance and productivity.

(10 marks)

QUESTION TWO

As a senior manager of Alliance group of companies, a big company with 46 branches and running operations in 27 counties in Kenya. Explain the measures that you will put in place to prevent industrial disputes that are disruptive to the smooth operations of the company and to enhance growth and productivity in the business operations

(10 marks)

(b) Explain the role of shop stewards in the labour union movement

(5 marks)

QUESTION THREE

(a) Explain the nature and types of industrial conflict

(10 marks)

(b) State five reasons why clients hire consultants.

(5 marks)

QUESTION FOUR

Discuss the main causes of industrial disputes

(15 marks)

QUESTION FIVE

(a) Managers are important in the maintenance of harmonious worker relations in any organization. Highlight the contribution of managers in the creating and maintaining harmonious labor relations

(10 marks)

(b) Evaluate the mechanisms for implementing stable industrial relations

(5 marks)

.....**The end**.....