

CHUKA



UNIVERSITY

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**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF
COMMERCE**

BCOM 358: LABOUR RELATIONS

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/07/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- **Answer question one and any other two questions**

Question One

- (a) ‘The biggest problem with employee relations is that too much emphasis is placed on attempting to regulate the nature of jobs and work through increased legal requirements, rather than putting greater concern for the people-organization relationship, understanding human behavior and the effective management of people.’ Explain the factors that can strengthen the people-organization relationship in the manufacturing sector. (10 marks)
- (b) Explain the role of human resource function in employee relations. (8 marks)
- (c) Explain the benefits that an organization with good employee-employer relations is likely to enjoy and set out five principles of good employee relations. (12 marks)

Question Two

- (a) Discuss the functions of trade unions and highlight key factors that make employees to join unions. (14 marks)
- (b) Explain the possible disadvantages that employees who are members of trade unions are exposed to unlike their non-unionisable counterparts. (6 marks)

Question Three

- (a) Giving practical examples highlight four non-economic causes of trade disputes witnessed in Kenya in the recent past and explain four benefits of mediation in trade disputes resolution. (12 marks)
- (b) Explain the characteristics of collective bargaining. (8 marks)

Question four

- (a) Explain the symptoms that may indicate existence of employee grievances in the private sector. (8 marks)
 - (b) Differentiate between retrenchment and summary dismissal and highlight the circumstances under which summary dismissal is allowed by law. (12 marks)
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