

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCOM 358: LABOUR RELATIONS

STREAMS: Y3S2 BCOM (ODEL)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer Question One and any other Two Questions
- Do not write on the question paper

QUESTION ONE

- a) Explain the factors that influence employee relations climate in an organization and recommend possible strategies that can be put in place to improve the climate. [15 Marks]
- b) Explain the characteristics of union-free employee relations and show the factors that make employees join trade unions. [15 Marks]

QUESTION TWO

- a) In reference to the Employment Act, 2007 define the concept 'gross misconduct and explain the matters that may amount to gross misconduct in an organization. [10 Marks]
- b) Explain the key principles of good industrial relations in any sector. [10 Marks]

QUESTION THREE

- a) The main cause of industrial disputes in Kenya fall under either economic or non economic sources. Using relevant examples explain the economic related causes and show the stages necessary for successful collective bargaining. [14 Marks]
- b) Explain any three types of strikes that union members may engage in to demand what they perceive to be their right. [6 Marks]

QUESTION FOUR

a) Explain the drawbacks that an employee may be exposed to by joining a trade union. [10 Marks]

b) Define the term grievance as used in the field of employee relations and show the symptoms that may indicate existence of employee grievances in an organization. [10 Marks]

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