

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR
OF COMMERCE

BCOM 358: LABOUR RELATIONS

STREAMS: BCOM
DAY/DATE: WEDNESDAY 21/7/2021

TIME: 2 HOURS
8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE and any other TWO

QUESTION ONE

A growing body of evidence suggests that is the way the employment relationship is managed that makes the difference to the quality of working life and organizational performance. Skills levels and technology are important but not the complete answer. Effective employment relations is about the work organization and whether it delivers maximum performance in terms of customer and employee satisfaction.

- (a) In light of this statement explain five job related factors that constrain the relationship between the employer and employee highlighting how the employer can make jobs more fulfilling. Give appropriate examples to support your explanations. [15 marks]
- (b) Someone commented that the trade union movement of today is weak with a declining role as opposed to the 1980s unions. Give the reason that motivate employees to join trade unions and explaining the factors contributing to the declining role of the unions.

[15 marks]

QUESTION TWO

- (a) Explain the meaning and importance of collective bargaining [10 marks]
- (b) Many collective bargaining activities fail due to lack of prior preparation. Explain the prerequisites for effective collective bargaining [10 marks]

QUESTION THREE

(a) Employees of ABC company are threatening go on strike due pay – related matters. The union leadership has approached you as a consultant for advise as they need the meet the employer for negotiation. As a human resource specialist give them tips to help get the best from the employer.

[12 marks]

(b) Define the term discipline and explain the principles necessary while taking disciplinary action against an employee [8 marks]

QUESTION FOUR

(a) The Labour Relations Act of 2007 provides that no person shall take part in a strike or lock-out or in any conduct in contemplation of a strike or lock-out under circumstances. Explain these circumstances. [10 marks]

(b) Explain the various types of strikes that union members may engage in to demand what they perceive to be their right [10 marks]
