

CHUKA**UNIVERSITY****UNIVERSITY EXAMINATIONS****EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE****BCOM 358: LABOR RELATIONS MANAGEMENT****STREAMS: BCOM Y3S2 (ODEL)****TIME: 2 HOURS****DAY/DATE: FRIDAY 06/12/2019****2.30 P.M. – 4.30 P.M.****INSTRUCTIONS:**

- Answer question ONE (compulsory) and any other TWO.
- Don't write anything on this question paper.

QUESTION ONE (COMPULSORY)**NDAGANI COMPANY LIMITED**

Ndagani Company Limited was until 2013 a department of the Ministry of Finance and Planning Development, when it was privatized. Being a public service department then, its employees had no union representing them as civil servants were not unionizable at the time. After privatization the employees became interested in union matters as a way of resolving their industrial disputes. As a result, the employee relations climate changed as the employees started pushing for union recognition. In response, the management held a meeting at which it was resolved to permit the employees to form and join a union of their choice. This approval was welcomed with jubilation by the employees who held an impromptu meeting and elected interim union officials namely chairman, secretary general and organizing secretary. The officials were tasked with the registration of their proposed union christened Ndagani Workers' Union. The secretary general soon after presented the documents to the registrar of trade union for registration. The registrar, thereafter, issued the Trade Union with the Certificate of Registration for purpose of collective bargaining.

Required:

- Differentiate between union recognition and collective bargaining. (4 marks)
- Advise the workers of Ndagani Company Limited on the benefits they may derive by accepting the formation of the trade union. (10 marks)

- (c) Briefly explain three methods of resolving third party industrial disputes in Kenya. (6 marks)
- (d) Explain the main sources of industrial disputes in companies like Ndagani in Kenya. (10 marks)

QUESTION TWO

The management of Mazumbuko Company Ltd is considering the development of employee relations policies and has invited you as Human Resource Specialist to make a presentation. In your presentation:

- (a) Advise the management on how it stands to gain from such policies. (10 marks)
- (b) Discuss the role of Human resource function in employee relations processes. (10 marks)

QUESTION THREE

- (a) Employee relations processes consist of approaches and methods adopted by employer to deal with employees either collectively or individually. Identify and explain key policy areas covered by employee relations policies. (10 marks)
- (b) Discuss conditions necessary for successful collective bargaining. (10 marks)

QUESTION FOUR

- (a) For improvement of employment relationship, a firm needs to focus on strategies that build a climate of trust and commitment. Based on this statement, highlight strategies that may build a climate of trust and commitment between employees and employers. (10 marks)
 - (b) Describe an FIVE ways of terminating or discharging employment relationship. (10 marks)
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