

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 358: LABOUR RELATIONS

STREAMS: REGULAR/ODEL

TIME: 2 HOURS

DAY/DATE: THURSDAY 13/04/2023

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE

You are the newly elected secretary general of an organization with a membership of over 540 members. Your first assignment is to have pay negotiation with the management, a task that you feel you need some orientation from your predecessor. When you consulted your predecessor, he commented “Negotiations take place in an atmosphere of uncertainty. Neither side knows how strong the other side’s bargaining position is or what it really wants and will be prepared to accept. They do not know how much the other party will be prepared to concede. Each party should do detailed groundwork in order to come to the bargaining table with concrete facts”.

- a) Explain the factors that you will be investigating as you do your groundwork in preparation to the negotiation (10 marks)
- b) Examine the conditions that are necessary for successful collective bargaining in the negotiations you are preparing for (10 marks)
- c) In your preparation you have made reference to the Employment Act, 2007 and came across the concept of gross ‘gross misconduct’. Explain the meaning of this concept and highlight the matters that may amount to gross misconduct in your organization (10 marks)

QUESTION TWO

- a) Identify the parties that play in the field of industrial relations (10 marks)
- b) Explain how an organization's open-door-policy can be used as mechanism for grievance handling procedure and show the symptoms that may indicate existence of grievance in an organization (10 marks)

QUESTION THREE

- 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 (10 marks)
- b) Justify the existence of trade unions and give reasons why a member of a trade union may be unwilling to participate in industrial action championed by the union officials (10 marks)

QUESTION FOUR

- a) Explain the strategies which trade unions use to achieve their objectives (10 marks)
 - b) Identify the circumstances under which the Labour Relations Act (2017) prohibits employees from taking part in a strike (10 marks)
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