

2908/302

2909/302

LABOUR AND INDUSTRIAL  
RELATIONS

July 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN HUMAN RESOURCE MANAGEMENT  
DIPLOMA IN ROAD TRANSPORT MANAGEMENT

MODULE III

LABOUR AND INDUSTRIAL RELATIONS

3 hours

#### INSTRUCTIONS TO CANDIDATES

*This paper consists of SEVEN questions.*

*Answer any FIVE questions in the answer booklet provided.*

*All questions carry equal marks.*

*Candidates should answer the questions in English.*

**This paper consists of 2 printed pages.**

**Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.**

- ✓ 1. (a) Explain **five** characteristics of a good grievance handling procedure in an organization. (10 marks)
- (b) Highlight **five** consequences that an employee may face for participating in an illegal strike. (10 marks)
- ✓ 2. (a) Outline **five** responsibilities of the government as outlined in industrial relations charter. (10 marks)
- (b) Explain **five** reasons that may make employees to join trade unions. (10 marks)
- ✗ 3. (a) Explain **five** ways in which good industrial relations may impact positively on a country's economy. (10 marks)
- (b) In exercising its mandate, the employment and labour relations court has powers to grant certain awards. Outline **five** such powers. (10 marks)
- ✓ 4. (a) Outline **six** obligations of employers to their employees. (12 marks)
- (b) Highlight **four** categories of membership to the Federation of Kenya Employers. (8 marks)
- ✗ 5. (a) Explain **six** reasons that may account for the preference of employment and labour relations court in resolving industrial disputes. (12 marks)
- (b) Outline **four** roles played by law in the collective bargaining process. (8 marks)
- ✓ 6. (a) Central Organization of Trade Unions (COTU) aims at achieving certain objectives. Outline **six** of these objectives. (12 marks)
- (b) Explain **four** challenges that an organization may face in the process of practicing consultations between management and employees. (8 marks)
- ✓ 7. (a) Highlight **six** requirements that should be observed for a collective bargaining agreement to be legally enforceable. (12 marks)
- (b) Outline **four** challenges that workers in Kenya faced during the pre-independence period. (8 marks)

**THIS IS THE LAST PRINTED PAGE.**