



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

COURSE CODE: HRD 011

COURSE TITLE: INDUSTRIAL RELATIONS & LABOUR

DATE: 19TH AUGUST 2019

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

Answer question ONE and any other THREE questions

QUESTION ONE

- i. Define the term collective bargaining **(2mks)**
- ii. State any 3 features of the collective bargaining process **(3mks)**
- iii. State any 5 conditions for successful collective bargaining **(5mks)**
- iv. Explain the meaning of industrial unrest and industrial peace **(5mks)**
- v. What are the challenges of employee resourcing that companies must prepare to face **(5mks)**
- vi. Discuss five the main causes of industrial disputes that organizations often face **(5mks)**

QUESTION TWO

- i. Define and briefly outline the concept of trade unions **(5mks)**
- ii. Discuss the challenges facing the trade union movement. **(10mks)**

QUESTION THREE

Following your election as the secretary general of majimazuri workers union, you are in the process of starting the initial negotiations with the employer. Prepare a comprehensive list of areas of focus in your negotiations justifying the reasons for your selection. **(15mks)**

QUESTION FOUR

“The causes of industrial relation problems in the workplace are diverse and unique to different organizations and countries. However the steps for solving the problems are similar”. Discuss the steps that guide resolving the problems. **(15mks)**

QUESTION FIVE

- i. After an employee strike, the parties concerned agree on a return to work formulae. Discuss the key issues the formulae seek to address. **(10 marks)**
- ii. Identify and discuss five critical function of the industrial/labour court **(5 marks)**

END
