



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS

**DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: HRD 011

COURSE TITLE: INDUSTRIAL RELATIONS

DATE: 17/4/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

- *Answer question **ONE (compulsory)** and any other **THREE***
- *Question one carries 25 marks*
- *All other questions carry 15 marks*

This paper consists of 2 printed pages. Please turn over

Question one

- a) "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. **(10 marks)**
- b) Discuss FIVE reasons of defining industrial relations in the organization. **(10 marks)**
- c) Explain the major roles of COTU In an organization. **(5marks)**

QUESTION TWO

- a) . Explain the basis of collective bargaining system in Kenya**(10marks)**
- b) Analyze the roles of the parties to the Kenya Industrial Relations Charter. **(5marks)**

QUESTION THREE

- a) Describe the causes of industrial disputes in an organization and their possible solutions. **(5marks)**
- b) Briefly Explain the grievance and dispute settling procedure **(10 marks)**

QUESTION FOUR

- a) Briefly discuss the various types of industrial action and legal definitions. **(10 marks)**
- b) Evaluate the various external sources of labour. **(5marks)**

QUESTION FIVE

- a) Critically explain the role of court in industrial in maintaining industrial peace. **(10marks)**
- a) Explain the roles of trade unions in Kenya. **(5marks)**

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