

Name: _____ Index No: _____

3352
2906/302

Candidate's Signature: _____

LABOUR AND INDUSTRIAL RELATIONS

Date: _____

July 2015

Time: 3 hours

**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**BUSINESS EDUCATION SINGLE AND GROUP EXAMINATION
STAGE II
DIPLOMA IN BUSINESS MANAGEMENT
MODULE II**

LABOUR AND INDUSTRIAL RELATIONS**3 hours****INSTRUCTIONS TO CANDIDATES**

Write your name and index number in the spaces provided above.
Sign and write the date of examination in the spaces provided above.
This paper consists of SEVEN questions.
Answer any FIVE questions in the spaces provided in this question paper.
Candidates should answer the questions in English.

For Examiner's Use Only

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

This paper consists of 16 printed pages.

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

1. (a) Explain **six** safety provisions regarding the workplace as outlined in the Industrial and Labour Relations Act. (12 marks)
- (b) Explain factors which may make an employee to be dismissed from service. (8 marks)
2. (a) Explain **five** circumstances under which the industrial court may interfere in a dispute between the employer and his employee. (10 marks)
- (b) Explain **five** principles which guide the Industrial Court in its work. (10 marks)
3. (a) Explain the procedure to be followed in the event of death or injury of an employee at the workplace. (10 marks)
- (b) Explain **five** points of distinction between a contract of service and a contract for service. (10 marks)
4. (a) Outline **six** practical techniques of employee motivation. (12 marks)
- (b) Explain **four** methods of informal communication in an organisation. (8 marks)
5. (a) Explain **four** measures an organisation may take to prevent union involvement in industrial disputes. (8 marks)
- (b) Explain **six** advantages of granting employees paternity leave. (12 marks)
6. (a) Outline areas where strategic management decisions concerning employee relations are necessary. (10 marks)
- (b) Explain factors which should be taken into account when selecting workers for redundancy. (10 marks)
7. (a) Outline **five** factors which may determine the salaries paid to an employee. (10 marks)
- (b) Explain **five** causes of stress at the workplace. (10 marks)