

Name: _____ Index No. _____/_____

3352

2906/302

LABOUR AND INDUSTRIAL RELATIONS

November 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____

**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE
EXAMINATIONS
STAGE III**

**DIPLOMA IN BUSINESS MANAGEMENT
MODULE III**

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.**All questions carry equal marks.**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 **five** ways in which employees may contribute to good industrial relations in an organization. (10 marks)
- (b) Explain **five** objectives that the Federation of Kenya Employers (FKE) seeks to achieve in labour and industrial relations. (10 marks)
2. (a) Explain **five** challenges faced by the National Social Security Fund (NSSF) in executing its mandate. (10 marks)
- (b) The Employment and Labour Relation Court (Industrial Court) is responsible for promoting good industrial relations in the country. Explain **five** ways in which the court achieves this objective. (10 marks)
3. (a) Outline **six** management practices that may lead to industrial disputes in an organization. (12 marks)
- (b) Highlight **four** grounds on which the management of an organization may refuse to recognise a trade union. (8 marks)
4. (a) Explain **four** tactics that may be used by an employer to force employees to end a strike. (8 marks)
- (b) Outline **six** duties of employees in ensuring their own health and safety at the workplace. (12 marks)
5. (a) The Public Officers and Ethics Act 2009 requires public officers to maintain professionalism when discharging their responsibilities. Outline **five** provisions of the Act, in relation to this requirement. (10 marks)
- (b) Explain the **five** reasons that make it necessary for a country to enact labour laws. (10 marks)
6. (a) Outline **six** information that should be contained in a contract of employment. (12 marks)
- (b) The government bonds employees to ensure they do not leave service soon after benefiting from government sponsored training. Explain **four** circumstances under which this bond obligation will be considered to have been discharged. (8 marks)
7. (a) Explain **five** reasons that make workers organize themselves into trade unions. (10 marks)
- (b) Explain **five** provisions of the factories Act 2007, in regard to the fire precautions that should be observed by the factory occupier. (10 marks)