

2908/302

2909/302

LABOUR AND INDUSTRIAL
RELATIONS

July 2018

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** measures that a human resource manager should take to ensure harmonious industrial relations in an organization. (10 marks)
- (b) Outline **five** obligations of the government as stipulated in the industrial relations charter. (10 marks)
2. (a) Highlight **five** characteristics of an effective trade union. (10 marks)
- (b) Explain **five** ways in which employee representatives may contribute to a successful collective bargaining process. (10 marks)
3. ✓ (a) Explain **five** factors that hindered the development of trade unions in Kenya during the colonial period. (10 marks)
- (b) Explain **five** objectives that the Federation of Kenya Employers (FKE) seeks to achieve. (10 marks)
4. ✓ (a) Outline **five** responsibilities of the cabinet secretary in charge of labour. (10 marks)
- (b) Explain **five** conditions that should be met for effective collective bargaining to take place. (10 marks)
5. (a) Explain **five** duties of a shop steward as a trade union representative in an organization. (10 marks)
- (b) Outline **five** benefits to an organization that practices joint consultation in decision making. (10 marks)
- (a) Explain **five** negative effects of employees strikes, to an organization. (10 marks)
- (b) Highlight **five** forms of joint consultation in an organization. (10 marks)
- (a) Outline **five** benefits of settling disputes through the Employment and Labour Relations Court. (10 marks)
- (b) Workers in an organization may engage in various forms of strikes. Explain **five** types of such strikes. (10 marks)

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