



**KENYATTA UNIVERSITY**  
**DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)**  
**EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION**

**CEP/VOL**  
**BHM 061: LABOUR AND INDUSTRIAL RELATIONS**

**2<sup>ND</sup> TRIMESTER 2025/2026**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

**Answer question ONE and any other TWO**

**Question 1**

- (a) Define industrial relation and explain it's objectives in an organization (10 marks)
- (b) What is a trade unions and explain it's objective in protecting and promoting workers interests (10 marks)
- (c) What is collective bargaining and which role does it play in enhancing industrial relations (10 marks)

**Question 2**

What are the major causes of dispute in organization and how can these dispute be prevented from occurring (20 marks)

**Question 3**

- (a) Explain the existing machinery used for settlement of industrial disputes in Kenya (10 marks)
- (b) Identify suggestion and measures which can be used to improve industrial relation (10 marks)

**Question 4**

Explain the role government employers and Trade unions on Industrial relations (20 marks)