



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING
FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE
BHM 406: INDUSTRIAL AND LABOUR RELATIONS

DATE: MONDAY 18TH DECEMBER 2017

TIME: 4.30 P.M. – 6.30 P.M.

INSTRUCTIONS

1. a) Discuss six major causes industrial strikes in Kenya and how this could be overcome (12 marks)
 b) “Conflicts are unhealthy and costly in organizations” Describe six ways in which employees could be helped to address conflicts. (8 marks)
2. Discuss why it is crucial for employees to be able to present complaints to the management (10 marks)
3. a) Define and explain the role of the parties to industrial relations (15 marks)
 b) Describe five ways in which employees could resolve conflicts before going on strike (5 marks)
4. a) Explain the five reasons of investing in good industrial relations for an organization (10 marks)
 b) Explain the role of arbitrators in solving conflicts (10 marks)