



# **GRE TSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY - APRIL 2025 SEMESTER**

### **DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBHR 032**

**COURSE TITLE: INDUSTRIAL AND LABOR RELATIONS**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

## **SECTION A: COMPULSORY**

### **Question One**

- a) Define industrial relations and discuss its significance in maintaining employer-employee relationships. Explain how the industrial relations system functions in an organization. **[8 Marks]**
- b) Identify and explain five key functions of trade unions in enhancing employee welfare and representation in Kenya. **[8 Marks]**
- c) Describe the grievance handling procedure in an organization and evaluate how it contributes to industrial harmony. **[8 Marks]**
- d) Explain the role of collective bargaining in labor relations and discuss its impact on employment conditions. Provide examples to illustrate your answer. **[6 Marks]**

## **SECTION B: ANSWER ANY TWO QUESTIONS**

### **Question Two**

- a) Analyze the primary causes of industrial disputes and suggest effective approaches for resolving them within an organization. **[12 Marks]**
- b) Discuss the role of labor legislation in protecting employees' rights. Highlight key labor laws in Kenya that regulate employment relations. **[8 Marks]**

### **Question Three**

- a) Explain the importance of employee discipline in industrial relations. Discuss different approaches to managing employee discipline in an organization. **[12 Marks]**
- b) Discuss the role of employee health and safety programs in ensuring compliance with occupational health regulations and improving workplace conditions. **[8 Marks]**

### **Question Four**

- a) Evaluate the advantages and disadvantages of collective bargaining in addressing workplace conflicts. Provide examples from the Kenyan labor market. **[10 Marks]**
- b) Discuss the significance of arbitration and mediation in resolving industrial disputes. How do these methods compare with court litigation? **[10 Marks]**

### **Question Five**

- a) Explain the role of the International Labour Organization (ILO) in shaping labor laws and standards. Discuss how Kenya aligns with international labor regulations. **[10 Marks]**
- b) Discuss the impact of labor unions on industrial relations and employee relations. Provide examples from Kenya's trade union landscape. **[10 Marks]**