

1. (a) Explain **five** reasons why industrial and labour relations is an important function in an organization. (10 marks)
- (b) Explain **five** measures that should be taken to enhance success of joint consultation in an organization. (10 marks)
2. (a) Outline **five** factors that may limit the Federation of Kenya Employers in promoting good industrial relations. (10 marks)
- (b) Outline the circumstances under which the Minister for Labour may decline to appoint an arbitrator in an industrial dispute. (10 marks)
3. (a) Outline the factors that may determine the scope of industrial and labour relations in an organization. (10 marks)
- (b) Explain **five** obligations of a trade union in fostering good industrial relations as spelt out in the Industrial Relations Charter. (10 marks)
4. (a) Explain **five** ways in which collective bargaining minimizes conflict between workers and management. (10 marks)
- (b) Employers sometimes fail to follow the right procedure when tabling grievances relating to their remuneration. Outline the possible consequences of such failure to the employees. (10 marks)
5. (a) Explain the responsibilities of the employer in fostering industrial harmony. (10 marks)
- (b) Outline the challenges that may be faced by trade unions when carrying out their activities in Kenya. (10 marks)
6. (a) State the factors that may undermine successful implementation of a collective bargaining agreement. (10 marks)
- (b) Explain the role of the International Labour Organization (ILO) in industrial and labour relations. (10 marks)
7. (a) Outline the reasons that made it necessary to develop the Industrial Relations Charter in Kenya. (10 marks)
- (b) Highlight the benefits that may accrue to an organization that practices joint consultations. (10 marks)