

2908/302
2909/302
LABOUR AND INDUSTRIAL RELATIONS
November 2022
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 be sure that both pages are printed as indicated and that no questions are missing.

1. (a) Explain five benefits of having cordial industrial relations in an organization. (10 marks)
(b) Highlight five merits of arbitration method of dispute resolution. (10 marks)
2. (a) The National Labour Board advises the minister in charge of labour on certain matters. Outline five such matters. (10 marks)
(b) Highlight five objectives of employers' organizations. (10 marks)
3. (a) Explain five reasons why workers prefer resolving labour disputes in the Employment and Labour Relations Court. (10 marks)
(b) Highlight five ways in which an individual employee benefits from successful collective bargaining. (10 marks)
4. (a) Outline six responsibilities that the three parties to industrial relations agreed to undertake jointly under the industrial relations charter. (12 marks)
(b) Explain four techniques that a manager may use to identify employee grievances in an organization. (8 marks)
5. (a) Explain five measures that an employer should take to ensure good relations with employees. (10 marks)
(b) Outline five indicators of poor industrial relations in an organization. (10 marks)
6. (a) A registered trade union shall maintain a membership register containing certain details. Outline four such details. (8 marks)
(b) Explain six reasons that may lead to the collapse of a joint consultation process. (12 marks)
7. (a) Highlight six objects upon which the funds of a trade union may be expended. (12 marks)
(b) Collective bargaining in industrial relations may take various forms. Explain four such forms. (8 marks)

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