



**RIARA SCHOOL OF BUSINESS**  
***NURTURING INNOVATORS***  
**SEPTEMBER – DECEMBER, 2022 TRIMESTER**  
**EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION**  
**DAY / EVENING PROGRAMME**  
**UNIT CODE: RHR 302: LABOUR AND INDUSTRIAL RELATIONS**

**DATE: 3<sup>rd</sup> DECEMBER 2022**  
**HOURS**

**TIME: 2**

**SPECIAL INSTRUCTIONS**

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s)
4. PLEASE start the answer to EACH question on a NEW PAGE.
5. For the questions, write the number of the question on the answer booklet(s) in the order you answered.
6. Write on both sides of each leaf and indicate number of each question at the top of each page.
7. Write the answers in a paragraph form unless stated otherwise.
8. Marks allocated to each question are shown at the end of the question.
9. All rough work must be done on the answer booklet and crossed through!
10. Use supplementary pages only when you have exhausted those in the book.
11. Fasten the supplementary pages to the inside back cover of the booklet.

### **QUESTION ONE: COMPULSORY (30 MARKS)**

- a) Discuss the different causes of disputes organizations **(10Marks)**
- b) Explain the implications of the Unitarist approach **(10 Marks)**
- c) Employee relations strategy is an important concept in labour and industrial relations management. Explain the strategies organizations can adopt in their proactive approach to a better industrial relations **(16 Marks)**
- d) Illustrate four objectives of trade unions **(4 Marks)**

### **QUESTION TWO**

- a) The constitution of the industrial relations charter lists the government as an integral party in the tripartite agreement. Discuss the role of the government in industrial relations **(14 marks)**
- b) Distinguish the following terms as used in labour and industrial relations; Arbitration, Mediation and Conciliation **(6 marks)**

### **QUESTION THREE**

- a) Informal communication is believed to cause fear and anxiety among employees in organizations. Explain the importance of grapevine in an organization **(12 marks)**
- b) Analyze the benefits that would accrue to an organization that that recognizes a trade union **(8 marks)**

### **QUESTION FOUR**

- a) Employee separation is a very painful and demotivating experience that requires to be managed within the law. With reference to employment act 2007, explain the circumstances under which dismissal can be fair. **(10 Marks)**
- b) Employee participation has been argued to be a waste of time for organizations. Discuss the arguments against employee participation. **(10 Marks)**