



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2018 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

O DEL PROGRAMME

CMH 413: INDUSTRIAL RELATIONS MANAGEMENT

Date: APRIL 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. The employees of Peshamba have recently agreed to join a trade union. They have chosen their representatives and are in the process with agreeing with their employer and the trade union on how their industrial relations issues will be handled.
- a) What are the methods by which trade unions attempt to achieve their objectives? **(10 marks)**
 - b) Highlight the collective bargaining process? Explain the issues that influence the success of collective bargaining process? **(10 marks)**
 - c) Discuss the role of the management representative in the collective bargaining process. **(10 marks)**
- Q2. a) Outline and explain the benefits or a grievance procedure. **(10 marks)**
- b) Elaborate the steps taken in a grievance procedure. **(10 marks)**
- Q3. a) What is the importance of discipline rules and procedures? **(10 marks)**
- b) Suppose you are the employer in an organization, explain how you would deal with discipline issues in the work place. **(10 marks)**

- Q4. a) Highlight and explain reasons why conflicts may arise in an organization.
(10 marks)
- b) Discuss the importance of having a counselor in an organization
(10 marks)

END