



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2023/2024

THIRD YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

### BBR 3350: INDUSTRIAL RELATIONS

DATE: APRIL 2024

TIME: 2 HOURS

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INSTRUCTIONS: Answer question *one* and any other *two* questions

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#### QUESTION ONE (30 MARKS)

- a) (i) Define the objectives of trade unions  
(ii) discuss how they contribute to the welfare of workers (10 marks)
- b) Explain the concept of industrial relations and discuss why it is important for organizations to maintain positive relations between management and employees (10 Marks)
- c) Outline the primary causes of industrial disputes and provide examples to illustrate each cause. (10 Marks)

#### QUESTION TWO (20 MARKS)

- a) Discuss several ways on how employees influence industrial relations (10 marks)
- b) Analyze the importance of employee participation in decision-making processes within organizations (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Analyze factors that influence workers' decisions to join unions (10 marks)
- b) Evaluate the factors that influence the outcomes of collective bargaining (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the role and significance of the Central Organization of Trade Unions (COTU) in Kenya's labor movement. (10 Marks)
- b) Critically assess the outcomes and benefits of employee participation in management for organizations, employees, and other stakeholders. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the efforts of the Organization of African Trade Union Unity (OATUU) in addressing challenges such as unemployment, poverty, inequality, and discrimination in Africa. (10 marks)
- b) Explain how collective bargaining contributes to the resolution of conflicts between employers and employees and the negotiation of mutually acceptable agreements (10 marks)