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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR ONE**

**FIRST SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION**

**COURSE CODE: MBA 852**

**COURSE TITLE: EMPLOYEE RELATIONS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 09/08/18 TIME: 2.00-5.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other THREE (3) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. State any five forms in which a grievance may occur between the employer and employees. **(5 marks)**
2. Explain grievances that could result from management policy. (**5 marks)**
3. What are the benefits of an effective grievance handling procedure? **(5 marks)**

**QUESTION TWO**

1. Differentiate between a strike and a lockout**. (5 marks)**
2. Describe how the following institutions control trade in Kenya.
3. Registrar
4. Industrial court
5. Labor department
6. Control over COTU
7. The right to strike **(10 marks)**

**QUESTION THREE**

1. Enumerate the rights that a union has over management in representing the employees.

**(5 marks)**

1. Discus any five reasons why employees join trade unions. **(10 marks)**

**QUESTION FOUR**

1. (i) Define collective bargaining and state its two levels. **(3 marks)**

(ii) Explain three ways in which collective bargaining tends to limit managerial discretion in three principal ways. (6 marks)

1. Describe three factors necessary for a viable collective bargaining. **(6 marks)**

**QUESTION FIVE**

1. Explain five causes of a strike/ deadlock in an organization. **(10 marks)**
2. State any five forms of strikes and explain how it works . **(5 marks)**