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**GARISSA UNIVERSITY**

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

**THIRD SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 362**

**COURSE TITLE: BUSINESS RESEARCH METHODS**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 08/08/18 TIME: 09.00-12.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has SIX (6) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other THREE (3) questions from the remaining FIVE(5) 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)**

(a). Labour Relations represent the relationship that exists between the employer and employee in an industrial undertaking. Discuss the objectives of labour relations in an organization **[8 Marks]**

(b). Explain the meaning and Scope of labour relations. **[7 Marks]**

(c). briefly discuss the causes of poor industrial relations and suggestions to improve it **[10 Marks]**

**QUESTION TWO**

(a). List the guidelines for handling grievances in an organization. **[10 Marks]**

(b). Explain the duties of the government under the Industrial Relations Charter**. [5 Marks]**

**QUESTION THREE**

(a). Arbitration is a means of settling conflicts between parties, discuss its advantages within the labour and industrial undertakings. **[10 Marks]**

(b). State the consequences of wrongful dismissal and reasons to warrant to dismissal  **[5 Marks]**

**QUESTION FOUR**

(a). Discuss the importance of collective bargaining. **[10 Marks]**

(b). Outline the legal criteria employers should follow before terminating employees. **[5 Marks]**

**QUESTION FIVE**

(a). In detail explain the requirements for a legal or protected strike. **[10 Marks]**

(b). List the consequences of poor communication and suggestions on how to overcome poor communication. **[5 Marks]**

**QUESTION SIX**

(a). Outline and discuss the steps undertaken in a disciplinary action. **[10 Marks]**

(b). State the duties of an employee under the occupational safety and Health Act of 2007. **[5 Marks]**