**MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**P.O. Box 972-60200 – Meru-Kenya.**

**Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411**

**Fax: 064-30321**

**Website:** [**www.must.ac.ke**](http://www.must.ac.ke) **Email:** **info@must.ac.ke**

**University Examinations 2015/2016**

THIRD YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN ELECTRICAL ENGINEERING

**EMC 2350: INDUSTRIAL ORGANIZATION AND MANAGEMENT**

 **DATE: AUGUST 2016 TIME: 11/2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. State three reasons why a worker may be denied compensation despite having a work related injury or disease. (3 Marks)
2. State five responsibilities of a registered union member. (5 Marks)
3. State the benefits that a small scale enterprise can derive by installing effective system of production planning and control. (4 Marks)
4. State two acts of parliament that govern industrial relations in Kenya. (2 marks)
5. State four factors that influence product design. (4 Marks)
6. Briefly describe the purpose of Occupation, Safety and Health Act, 2007. (4 Marks)
7. With examples briefly describe any three manufacturing processes. (6 Marks)
8. What is the importance of marketing to a business enterprise? (2 Marks)

**QUESTION TWO (15 MARKS)**

1. Discuss the obligations of the employer in ensuring workplace safety as defined in the Occupational Safety and Health Act, 2007. (10 Marks)
2. Define leadership and describe two types of leadership skills. (5 Marks)

**QUESTION THREE (15 MARKS)**

1. Briefly discuss the elements of production, planning and control. (8 Marks)
2. Briefly describe the purpose of Work Injury Benefits Act, 2007. (7 Marks)

**QUESTION FOUR (15 MARKS)**

1. Discuss the importance of good industrial relations in a business enterprise. (10 Marks)
2. Discuss the problems faced by trade unions in Kenya. (5 Marks)