ASSESSING THE EFFECTIVENESS OF TRADE UNIONS IN INDUSTRIAL RELATION
THE OVERALL PERFORMANCE OF ORGANIZATIONS IN KENYA
THE CASE STUDY OF CENTRAL ORGANIZATION OF TRADE UNIONS (COTU)

BY

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DEPARTMENT OF EXTRA MURAL STUDIES.

JULY 2009
DECLARATION

I do declare that this project investigation produce of my own submitted by any other person in the Universities or in any institution

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This project has been submitted for examination with my approval as a University Supervisor

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ABSTRACT

In studies focused on the management of industrial relations, there is always the tendency to consider the way of establishing a working order and in tracing normative pattern of relationships among groups with conflicting interests and values.

The traditional approach to industrial relations focuses on how labor processes and unions are organized, contracts negotiated and how grievances are resolved, within the general labor relations processes. Most organizations however overlook the issue of labor relations management, which focuses on how existing labor relations practices and detailed roles operate in organizations, and the role played by the trade unions in the enhancement of the rules and processes.

This project therefore aimed at considering the relations between management and employees, and the role of trade unions and employers’ associations in promoting the interests of their members, in accelerating the socials and economic advances of the nation, with particular reverence to the law affecting the activities of these bodies.

In a nutshell, the research project sought to establish the role played by trade unions in enhancing effective industrial and labor relations management and overall performance of organization