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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR1008- EMPLOYEE RELATIONS

Date: 10th April, 2018
Time: 2.00pm- 4.00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the following terms
- i. Employee relations (8Marks)
 - ii. Collective bargaining (5Marks)
 - iii. Grievances (6Marks)
 - iv. Discipline (5Marks)
- b) Describe the types of relationships that exist within the organization. (6Marks)
- c) Explain the economic impact of industrial disputes. (5Marks)
- d) Discuss the causes of grievances in work place. (6Marks)
- e) Describe the functions of central organization of trade unions

QUESTION TWO (20 MARKS)

- a) Describe advantages of maintaining good employee relations. (10Marks)
- b) Discuss the types of problems that may require disciplinary actions to be taken on them in an organization. (10Marks)

QUESTION THREE (20 MARKS)

- a) Explain the importance of collective bargaining to the following groups
- i. Employees (4Marks)
 - ii. Employers (4Marks)
 - iii. Society (4Marks)
- b) Federation of Kenya employers is the only representative of employers; describe the function of this body. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Define Industrial dispute (2Marks)
- b) Discuss areas of focus that can be considered to foster good relationship between employer and employee. (10Marks)
- c) Explain the following forms of strikes;
- i. Go-slow (8Marks)
 - ii. Hunger strike
 - iii. Wildcat strike
 - iv. Stay-in strike

QUESTION FIVE (20 MARKS)

- a) Disciplinary actions adopted by an organization generally, is a typical sequence of steps. Discuss five steps that can be taken. (12Marks)
- b) Describe the features of a desirable grievance procedure. (8Marks)