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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 205: INTRODUCTION TO EMPLOYEE RELATIONS

Date: 11TH April, 2024
Time: 2.30PM-4.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss four forms / programs which can be used in order to promote participation amongst employees. **(5 Marks)**
- b) Explain the importance of employee relation. **(5 Marks)**
- c) Explain grievance handling procedure utilized mostly by management. **(5 Marks)**
- d) Describe briefly the process of collective bargaining. **(5 Marks)**
- e) Outline four factors that influences the relationship between the administration and employees in an organization. **(5 Marks)**
- f) Discuss the major types of collective bargaining. **(5 Marks)**

QUESTION TWO (20 MARKS)

- a) Analyze the nature and scope of employee relations. **(6 Marks)**
- b) Highlight three characteristics of collective bargaining. **(7 Marks)**
- c) Examine main challenges faced by parties in collective bargaining. **(7 Marks)**

QUESTION THREE (20 MARKS)

- a) Differentiate between these terms Dissatisfaction, Complaint and grievance. **(6 Marks)**
- b) Describe three objectives of employee discipline. **(7 Marks)**
- c) Evaluate three causes of grievances in an organization. **(7 Marks)**

QUESTION FOUR (20 MARKS)

- a) Explain three types of grievances in employee relation. **(7 Marks)**
- b) Highlight four factors related to success of participation. **(6 Marks)**
- c) Identify and explain three types of employee discipline. **(7 Marks)**

QUESTION FIVE (20 MARKS)

- a) Analyze four Benefits of employee Participation to the organization. **(6 Marks)**
- b) Discuss the three main objectives of developing good employee relations. **(7 Marks)**
- c) Discuss four principles for maintenance of discipline in organizations. **(7 Marks)**