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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1008- EMPLOYEE RELATIONS

Date: 9th August 2018
Time: 11.00Am- 1.00 Pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss the procedure followed in employee discipline (6 Marks)
- b) Explain forms of employee participation in organization (6 Marks)
- c) Highlight factors contributing to good Employee Relations (6 Marks)
- d) Define the following terms as used in Employee Relation
 - i) Collective bargaining (2 Marks)
 - ii) Grievances & disputes (2 Marks)
 - iii) Employee participation (2 Marks)
 - iv) Trade unions (2 Marks)
 - v) Labour organization (2 Marks)
 - vi) Joint consultations (2 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the functions of labour organizations (8 Marks)
- b) Explain principles governing joint consultations (7 Marks)
- c) Explain causes of trade disputes and grievances. (7 Marks)

QUESTION THREE (20MARKS)

- a) Discuss Principles Of Joint Consultation (8Marks)
- b) Describe The Importance of Collective Bargaining. (7Marks)
- c) Explain The Challenges Experienced during the development of employee relations In Kenya. (7Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss principles of effective collective bargaining (8Marks)
- b) Describe types of trade unions in Kenya. (7Marks)
- c) Explain the procedure for resolving employee grievances (7Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the functions of trade unions (8 Marks)
- b) Forms of employee participation in an organization (8 Marks)
- c) Discuss causes of employee grievances (7 Marks)