



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 109 - INTRODUCTION TO EMPLOYEE RELATIONS**

Date: April, 2022.  
Time: 11.00 am-

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Outline the scope of employee relations in employment relationship (6 Marks)
- b) Define the following terms as used in employee relations (6 Marks)
  - i) Employee (2 Marks)
  - ii) Employer (2 Marks)
  - iii) Trade disputes (2 Marks)
- c) Highlight cases that may warrant instant dismissal or gross misconduct (6 Marks)
- d) State the different types of discipline problems in employee relations (6 Marks)
- e) Examine the various levels of employee participation in an organization (6 Marks)

**QUESTION TWO: (20 MARKS)**

- a) Discuss the legal process employers should follow before terminating an employee contract (10 Marks)
- b) With the aid of a well labeled diagram, illustrate the procedure for solving employees' grievances (10 Marks)

**QUESTION THREE: (20 MARKS)**

- a) Describe cases when a strike or lockout is considered protected in Kenya (8 Marks)
- b) Using examples discuss the reasons for the formation of trade unions in modern organizations (6 Marks)
- c) Explain how you would improve employee relations climate at the workplace. (6 Marks)

**QUESTION FOUR: (20 MARKS)**

- a) Using relevant examples examine the different types of trade unions in the present-day Kenya (10 Marks)
- b) Discuss the objectives of employees' participation in an organization (10 Marks)

**QUESTION FIVE: (20 MARKS)**

- a) Explain the consequences of wrongful dismissal in employment relationship (6 Marks)
- b) Discuss the contents of collective bargaining agreement (6 Marks)
- c) Demonstrate the differences between Industrial relations and employee relations (8 Marks)