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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1008: EMPLOYEE RELATIONS**

Date: 10TH AUGUST 2023

Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Examine the differences between employee relations and labour relations. (6 Marks)
- Using relevant examples outline the functions of employment and labour relations court in Kenya. (6 Marks)
- Highlight the factors to be considered in collective bargaining. (5 Marks)
- Enumerate the economic impact of industrial disputes. (4 Marks)
- State the disadvantages of joint consultation as a form of employee participation. (5 Marks)
- Using relevant examples, outline the importance of work life balance to an organization. (4 Marks)

QUESTION TWO (20 MARKS)

- As the employee relations manager explain how line managers can improve employee relations climate in their respective departments. (8 Marks)
- Discuss the functions of Central Organization of Trade Union (COTU). (6 Marks)
- Examine the causes of industrial disputes in organizations. (6 Marks)

QUESTION THREE (20 MARKS)

- Explain the contributions of International Labour Organization (ILO) in employee relations. (8 Marks)
- Using relevant examples, discuss the challenges facing trade union organizations in Kenya today. (6 Marks)
- Examine the conditions necessary for effective participation by employees in organization management. (6 Marks)

QUESTION FOUR (20 MARKS)

- Discuss the causes of employee grievances in the work place and explain how they can be avoided. (8 Marks)
- Using relevant examples demonstrate the importance of employee counseling in modern organizations. (8 Marks)
- Evaluate the relevance of workforce diversity in an organization. (4 Marks)

QUESTION FIVE (20 MARKS)

- Explain the instances where an employer can summarily dismiss an employee without notice. (8 Marks)
- Discuss the responsibilities of the employer (FKE) in industrial relations charter. (8 Marks)
- Examine the responsibilities of a shop steward in an organization. (4 Marks)