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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE**  
**MANAGEMENT**  
**CHR 109: INTRODUCTION TO INDUSTRIAL AND LABOUR**  
**RELATIONS**

Date:15<sup>TH</sup>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 the contents of the memorandum in the case of claimant and respondents (6 Marks)
- b) Explain the functions of The Central Organization of Trade Union (C.O.T.U) in Kenya. (6 Marks)
- c) Explain the reasons that lead to termination of an employment contract. (6 Marks)
- d) Explain the role of employees in industrial relations. (6 Marks)
- e) Outline the contents of the industrial relations Charter. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Identify employment particulars (basic information that could be included in a contract of employment. (6 Marks)
- b) Identify the specific role of the government in industrial relations. (7 Marks)
- c) Describe structure of employment and labor relations court. (7 Marks)

**QUESTION THREE (20 MARKS)**

- a) Highlight Factors that at least hinder industrial relations. (7 Marks)
- b) Discuss Functions of the department of labor in Kenya. (7 Marks)
- c) Examine the powers of the employment and labor relations court. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss the function of the government in labor relations. (6 Marks)
- b) Discuss at least three terms and conditions of employment. (7 Marks)
- c) Analyze the role of the trade unions in industrial relations. (7 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain important benefits of cordial industrial relations. (6 Marks)
- b) Examine the role of employers in employment relationship. (7 Marks)
- c) Explain types of trade unions in the Kenya. (7 Marks)