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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 205: INTRODUCTION TO EMPLOYEE RELATIONS**

Date: 9TH AUGUST 2023

Time: 2:30PM-4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Evaluate the scope of employee relations. (4 Marks)
- b) Using relevant examples, outline the types of trade unions in Kenya. (6 Marks)
- c) Highlight the different types of industrial actions we experience in employee relations. (5 Marks)
- d) Enumerate the need for good employee relations in an organization. (5 Marks)
- e) State the objectives of employee participation. (4 Marks)
- f) Outline the situations that may lead to the termination of employment contract under the employment Act. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the main causes of industrial disputes in employee relations. (8 Marks)
- b) As an Employee Relations Manager, explain to the employees the importance of employee discipline in an organization. (8 Marks)
- c) Enumerate the importance of joint consultation in an organization. (4 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss the scope of collective bargaining in employment relationship. (8 Marks)
- b) Using relevant examples demonstrate the importance of employee participation in decision making in an organization. (6 Marks)
- c) Examine the situations where an employer can lawfully refuse to compensate an employee who is injured at the work place. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Examine the consequences of wrongful termination of an employee to the organization. (6 Marks)
- b) As the shop steward in your organization, explain to the newly recruited employees the advantages of joining a trade union. (6 Marks)
- c) As an aspiring employee relations expert, explain to the senior management team the objectives of having a counselor in the organization. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the circumstances under which a strike can be deemed to be prohibited in Kenya (8 Marks)
- b) Define diversity and examine its relevance in an organization. (8 Marks)

c) Examine the benefits of counseling at the work place.

(4 Marks)