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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR  
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT  
CHR 205- INTRODUCTION TO EMPLOYEE RELATIONS**

Date: 27<sup>TH</sup> JULY 2022  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Highlight the importance of Employee Relations in an organization. (6 Marks)
- b) Outline the scope of collective bargaining. (6 Marks)
- c) State the key characteristics of grievance at the workplace. (6 Marks)
- d) List the behaviors that may lead to instant dismissal of an employee from an organization. (6 Marks)
- e) Identify the economic impact of industrial disputes. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the importance of joint consultation in employment relationship. (10 Marks)
- b) Examine the challenges faced by trade unions in Kenya. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the various forms of employee participation in modern organization. (6 Marks)
- b) Evaluate the key objectives of employee discipline in an organization. (8 Marks)
- c) Examine the basic elements of a good health and safety program at the workplace. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe cases when a strike or lockout is considered prohibited in Kenya. (8 Marks)
- b) Discuss the reasons for the formation of trade unions in Kenya. (6 Marks)
- c) Enumerate the key functions of Federation of Kenya Employers. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the causes of industrial disputes in modern organizations. (10 Marks)
- b) Discuss the process of collective bargaining in an organization. (10 Marks)