



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, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 205: INTRODUCTION TO EMPLOYEE RELATIONS**

Date: 6<sup>TH</sup> DECEMBER 2023

Time: 2:30PM-4:30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Discuss two types of industrial actions citing one example for each. (4 Marks)
- b) Define employee discipleship. (2 Marks)
- c) Outline three methods of employee termination. (6 Marks)
- d) State three factors that contribute to good employee relations. (6 Marks)
- e) Name three causes of grievances in an organization. (6 Marks)
- f) Discuss three types of trade unions in Kenya. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Define the following words as used in employee relations:
  - i) Joint consultation (2 Marks)
  - ii) Employee termination (2 Marks)
  - iii) Collective bargaining (2 Marks)
  - iv) Dismissal (2 Marks)
- b) Explain four objectives of employee participation. (6 Marks)
- c) Describe the procedure for joint consultation. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) State three differences between diversity and inclusion in employee relations. (6 Marks)
- b) Explain work life balance in employee relations. (6 Marks)
- c) Outline the process of collective bargaining in an organization. (8 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Name three types of industrial actions in Kenya. (6 Marks)
- b) Explain historical development of employee relations in Kenya. (6 Marks)
- c) Outline the procedure for resolving employee grievances. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the consequences of wrongful dismissal from an organization. (6 Marks)
- b) State three functions of trade unions. (6 Marks)
- c) Outline the procedure for solving industrial disputes. (8 Marks)