



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, 2021/2022 ACADEMIC YEAR
END SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 205. INTRODUCTION TO EMPLOYEE RELATIONS
MAIN EXAMINATIONS

INSTRUCTIONS TO CANDIDATES

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

QUESTION ONE COMPULSARY (30MARKS)

- a) Highlight the importance of Employee Relations in an organization (6marks)
- b) Evaluate the scope of collective bargaining in present day organizations(6marks)
- c) Explain the key characteristics of grievance at the workplace(6marks)
- d) Discuss the behaviors that may lead to instant dismissal of an employee from an organization (6marks)
- e) Identify the economic impact of industrial disputes(6marks)

QUESTION TWO:

- a) Discuss the importance of joint consultation in employment relationship (10 marks)
- b) Explain any five forms of employee participation modern organization(10marks)

QUESTION THREE:

- a) Examine the challenges faced by trade unions in Kenya (10marks)
- b) Evaluate the key objectives of employee discipline in an organization(10marks)

QUESTION FOUR:

- a) Describe cases when a strike or lockout is considered prohibited in Kenya(10marks)
- b) Analyze the reasons for the formation of trade unions in Kenya (10marks)

QUESTION FIVE

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