



Kasarani Campus  
Off Thika Road  
Tel.2042692/3  
P.O Box 49274,00100  
NAIROBI  
Westland Campus  
Pamstech House  
Woodvale Grove

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 205 INTRODUCTION TO EMPLOYEE RELATIONS**

Date: 7<sup>TH</sup> AUGUST, 2024  
Time: 2.30PM-4.30PM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Identify the major types of collective bargaining. **(5 Marks)**
- b) Describe **FOUR** programmes which can be used in order to promote participation amongst employees **(5 Marks)**
- c) Explain the importance of employee relation **(5 Marks)**
- d) Explain grievance handling procedure utilized mostly by management **(5 Marks)**
- e) Describe briefly the process of collective bargaining **(5 Marks)**
- f) Outline **FOUR** factors that influences the relationship between the administration and employees in an organization. **(5 Marks)**

**QUESTION TWO (20 MARKS)**

- a) Analyze the nature and scope of employee relations. **(6 Marks)**
- b) Highlight **THREE** characteristics of collective bargaining. **(7 Marks)**
- c) Examine main challenges faced by parties in collective bargaining. **(7 Marks)**

**QUESTION THREE (20 MARKS)**

- a) Differentiate between these terms' dissatisfaction, complaint and grievance. **(6 Marks)**
- b) Describe **THREE** objectives of employee discipline. **(7 Marks)**
- c) Evaluate **THREE** causes of grievances in an organization. **(7 Marks)**

**QUESTION FOUR (20 MARKS)**

- a) Explain **THREE** types of grievances in employee relation. **(7 Marks)**
- b) Highlight **FOUR** factors related to success of participation. **(6 Marks)**
- c) Identify and explain **THREE** types of employee discipline. **(7 Marks)**

**QUESTION FIVE (20 MARKS)**

- a) Analyze **FOUR** Benefits of employee participation to the organization. **(6 Marks)**
- b) Discuss the **THREE** main objectives of developing good employee relations. **(7 Marks)**
- c) Discuss **FOUR** principles for maintenance of discipline in organizations. **(7 Marks)**