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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FIRST YEAR, FOURTH SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT**  
**DHR 1008- EMPLOYEE RELATIONS**

Date: 13<sup>TH</sup> DECEMBER 2022

Time: 11:30a.m- 1:30p.m

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) State the factors that contribute to good employee relations. (6 Marks)
- b) Outline factors that should be taken into consideration in collective bargaining process. (6 Marks)
- c) List the different types of trade disputes. (6 Marks)
- d) Highlight the types of trade unions in employment relationship. (6 Marks)
- e) Identify the need for joint consultation in an organization. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the major steps /process in collective bargaining agreement. (10 Marks)
- b) With the aid of a diagram illustrate the employee grievance handling process. (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the reasons for the formation of trade unions in relation to modern organization. (6 Marks)
- b) Using relevant examples evaluate the importance of employee discipline in an organization. (8 Marks)
- c) Examine the characteristics that may help you as a manager to know if an employee feels aggrieved. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe cases when a strike or lockout is considered to be protected in Kenya. (6 Marks)
- b) Discuss the importance of employee participation in the management of an organization. (6 Marks)
- c) As the head of Human Resource Department explain to the CEO of your company the need for having employee counseling at the work place. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain gross misconduct cases that may lead to instant dismissal of an employee. (10 Marks)
- b) Discuss the common causes of grievances experienced in organizations. (10 Marks)