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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1008: EMPLOYEE RELATIONS

Date: 6TH DECEMBER 2024
Time: 2:30PM-4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) State the differences between Employee Relations and Industrial Relations. (6 Marks)
- b) Outline the reasons why people join trade unions in modern organizations. (6 Marks)
- c) Highlight the responsibilities of the government in the Industrial Relations Charter. (6 Marks)
- d) Explain the causes of grievances at the workplace. (6 Marks)
- e) Identify the objectives of employee discipline in organizations. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the key strategies that organizations can implement to minimize disputes in the workplace. (6 Marks)
- b) Evaluate the benefits of employee involvement in decision-making processes within an organization. (8 Marks)
- c) Examine how the development of employee relations has influenced workplace dynamics in Kenya. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Explain how differing perceptions of employee relations impact workplace productivity. (8 Marks)
- b) As the Employee Relations Manager, explain the key stages of the collective bargaining process. (6 Marks)
- c) Examine the key functions of the Employment and Labour Relations Court in Kenya. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the key factors contributing to maintaining good employee relations within an organization. (8 Marks)
- b) Analyze the contemporary trends affecting labor unions in Kenya. (6 Marks)
- c) Discuss the importance of employee well-being in the workplace. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Analyse the economic impact of industrial disputes on businesses. (6 Marks)
- b) Evaluate the different types of industrial actions taken by employees and trade unions. (8 Marks)
- c) Explain how organizations can effectively manage a diverse workforce to enhance productivity. (6 Marks)