



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P. O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 444221
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1008: EMPLOYEE RELATIONS

Date: 11TH DECEMBER 2023
Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define employee relations (2 Marks)
- b) Highlight four types of trade disputes (4 Marks)
- c) Describe the importance of relations in an organization (6 Marks)
- d) Explain the importance of collective bargaining (6 Marks)
- e) Describe the importance of employee participation (6 Marks)
- f) Discuss the importance of employee discipline in an organization (6 Marks)

QUESTION TWO (20 MARKS)

- a) Define the following terms as used in employee relations
 - i) Grievance (2 Marks)
 - ii) Bargaining power (2 Marks)
 - iii) Labour relations (2 Marks)
 - iv) Trade union (2 Marks)
- b) Explain the effects of development of employee relations in Kenya (6 Marks)
- c) Evaluate the challenges of joint consultation (6 Marks)

QUESTION THREE (20 MARKS)

- a) Describe the challenges faced by trade unions in Kenya (6 Marks)
- b) Explain causes of conflicts in employee relations in Kenya (6 Marks)
- c) Analyze the functions of labour organizations (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Analyze the scope of the labour relations act in Kenya (6 Marks)
- b) Explain the procedure for resolving trade disputes (8 Marks)
- c) Specify the needs for joint consultation (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Analyze the functions of trade unions (6 Marks)
- b) Evaluate levels of employee participation (6 Marks)
- c) Examine ways of coping with challenges posed by emerging issues and trends in employee relations in Kenya (8 Marks)