



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHR 2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Three printed pages.

QUESTION 1 (Compulsory)

- a) “Industrial Relations is the continuous relationship between a defined group of employees and management (John Ivancevia 2004)” Based on this statement, discuss **FIVE** features of Industrial Relations. **(10 marks)**
- b) Explain any **FOUR** rights of employees in accordance to the Employment Act 2007. **(8 marks)**
- c) The predominant view is that a Trade Union “is a continuous association of wage earners for the purpose of manufacturing or improving the conditions of their employment”.

Required:

Explain **SIX** roles of Trade Union towards the industrial organization. **(12 marks)**

QUESTION 2

- a) The code of discipline defines, duties and responsibilities of employers and employees/workers.

Required:

Discuss **FIVE** objectives of the code of discipline. **(10 marks)**

- b) Explain **THREE** consequences of cancellation of registration of a Trade Union. **(6 marks)**
- c) What is a bargaining impasse? **(4 marks)**

QUESTION 3

- a) i) Explain **THREE** reasons why a dismissal of an employee may be unfair. **(6 marks)**
ii) Discuss **FOUR** causes of employee redundancy in an organization. **(8 marks)**
- b) State and explain **THREE** benefits of Collective Bargaining in Industrial Relations. **(6 marks)**

QUESTION 4

- a) Discuss **FIVE** common mistakes made by employers in relation to employee relations. **(10 marks)**
- b) Discuss the meaning of “good faith bargaining” and describe the ways in which this can negatively be affected. **(10 marks)**

QUESTION 5

- a) i) Enumerate the functions of Federation of Kenya Employee (FKE). **(5 marks)**
ii) Explain how “GHERAO” is used as a form of industrial action. **(5 marks)**
- b) Human Resource Professionals must be careful in their dealings with union activities. Suggest ways in which this may be done. **(10 marks)**