

**PAPER II**

**TECHNICAL UNIVERSITY OF MOMBASA**

**School of Business & Social Studies**

**DEPARTMENT OF BUSINESS STUDIES**

**HIGHER DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**EMPLOYEE RELATIONS**

**BHR 3105**

**EXAMINATION**

**SERIES: APRIL 2016**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

**Answer question one and any other two**

**QUESTION ONE**

1. Define communication and bring out the importance of organizational communications.(6 Marks)
2. What are the steps in communication process?(6 Marks)
3. What are the different types of communication?(6 Marks)
4. Identify the barriers to effective communication and discuss how they can be overcome?(6 Marks)
5. Discuss how communication acts as a tool to bring about smooth industrial relations.(6 Marks)

**QUESTION TWO**

1. What do you understand by the concept of workers' participation in management?What are its objectives?(10 Marks)
2. Discuss the concept of workers' participation in management in the Kenyan context.(10 Marks)

### QUESTION THREE

Explain the role of the Government, Employer and the Trade Union in maintaining smooth industrial relations. (20 Marks)

### QUESTION FOUR

1. What are the functions of a trade union?(5 Marks)
2. What are the problems of a trade union?(5 Marks)
3. Briefly explain the objectives and functions of ILO.(10 Marks)

### QUESTION FIVE

Explain the key clauses of the Labour Relations Act 2007? (20 Marks)