

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 'grievance' and state the causes of grievances.(6 Marks)
2. Indicate the guidelines for handling grievances.(6 Marks)
3. Discuss briefly grievance handling procedures.(6 Marks)
4. What are the causes of indiscipline?6 Marks)
5. What are the principles of effective discipline?(6 Marks)

QUESTION TWO

1. What do you understand by "collective bargaining"? What is its scope?(6 Marks)
2. Enumerate the principles of collective bargaining.(7 Marks)
3. What are the pre-requisites for successful collective bargaining?(6 Marks)

QUESTION THREE

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

QUESTION FOUR

1. Bring out the significance of industrial relations.(10 Marks)
2. Discuss different approaches to industrial relations.(5 Marks)
3. What are the principles of good industrial relations?(5 Marks)

QUESTION FIVE

1. What are the functions of a trade union?(6 Marks)
2. What are the problems of a trade union?(8 Marks)
3. Briefly explain the objectives and functions of ILO.(6 Marks)