



**Technical University of Mombasa**  
**Department of Business Administration**

---

**UNIT - INDUSTRIAL RELATIONS**

**UNIT CODE - BHR 2202**

**CLASS - DHRM Y2S1**

**PAPER TWO**

**Answer Question ONE and any other TWO**

Duration 2 Hours

**Question 1**

(a) The Chief Executive Officer of Le Tropicana group of companies has approached you as an HR consultant on advise him on how to minimize industrial disputes in their company. Briefly Explain any five methods which can help the company to reduce industrial dispute in an organization ( 15 marks)

(b) Briefly define the following terminologies

- i) Industrial Relations (3marks)
- ii) Employee Relations(3marks)
- iii) Collective Bargaining Agreement (3 marks)

c) List six functions of Trade Unions in an organization (6 marks)

**Question 2**

a) Define the following terminologies used in Industrial Relations

- i) Picketing (2marks)
- ii) Goslow (2marks)
- iii) Lock out (2marks)
- iv) Sick out (2marks)
- v) Sit out (2marks)

b) List and explain any 5 importance of a good industrial relation systems in an organization of your choice.(marks 10)

### **Question 3**

- a) List and explain any four importance employee participation and Involvement in an organization (16 marks)
- b) Explain any four importance of Joint Consultation (4marks)

### **Question 4**

- a) List any six functions of International Labour Organization (12 marks)
- b) Explain the following terms as used in Industrial Relations
  - i) Arbitration (4 marks)
  - ii) Mediation (4 marks)

### **Question 5**

- a) Define Counselling (2mark)
- b) The Management of Swiss la Ze has approached to as a Human Resource Consultant to explain to trade union members the importance of Collective Bargaining Agreement in their organization. List any six importance.( 6marks)
- c) List six importance of Trade Union in an Organization. (12 marks)