



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

---

UNIT – INDUSTRIAL RELATIONS

UNIT CODE : BHR 2202

CLASS – DHRM Y2S1

**PAPER ONE**

**Answer question ONE and any other TWO**

Duration 2 Hours

**Question 1**

You have been approached by the management of the XYZ Company as a Human Resource Consultant. Briefly highlight and explain following.

- a) Importance of good industrial relations. ( 15 marks)
- b) Major causes of employee grievances (15 marks)

**Question 2**

As an Industrial Relations expert assist member of the trade Union to understand the following.

- a) Joint consultation(2 marks)
- b) List any 6 advantages of employee involvement and participation (12 marks)
- c) List and explain any 3 challenges faced in Industrial Relations (6marks)

**Question 3**

- (a) Define Trade Union (2mark)
- (b) List 4 importance of Trade Union in an organization.(8 marks)
- (c) Explain the functions of International Labour Organization (ILO) (10 marks)

**Question 4**

- a) Explain to the Examiner what you understand by the following in Industrial Relations
  - i) Discipline (2 marks)
  - ii) Misconduct(2 marks)
  - iii) Termination(2 marks)
  - iv) Recognition Agreement(2 marks)

v) Collective Bargaining Agreement(2 marks)

b) List any five importance of a disciplined workforce in an organization. (5marks)

### **Question 5**

Explain the following terminologies as used in Industrial Relations

c) Mediation (5marks)

d) Arbitration (5marks)

e) Conciliation (5marks)

f) adjudication 5marks)