



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHR 2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. Attempt Choose instruction.

Do not write on the question paper.

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?(10 Marks)
2. Enumerate the principles of collective bargaining.(10 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)