



# TECHNICAL UNIVERSITY OF MOMBASA

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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.**

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## **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**

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

### **QUESTION THREE**

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 FOUR**

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

### **QUESTION FIVE**

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)