

TECHNICAL UNIVERSITY OF MOMBASA
School of Business & Social Studies
DEPARTMENT OF BUSINESS STUDIES
HIGHER DIPLOMA IN HUMAN RESOURCE
MANAGEMENT

BHR 3105 : EMPLOYEE RELATIONS

EXAMINATION

SERIES: sept 2017

TIME: 2 HOURS

INSTRUCTIONS:

Answer question one and any other two

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)