

**TECHNICAL UNIVERSITY OF MOMBASA**

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

Type program name

DIPLOMA IN HUMAN RESOURCE MANAGEMENT.

BHR: 2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

**SERIES:** AUGUST, 2019

**TIME:**2HOURS

**DATE:**Pick DateSelect Month2019

**Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of five questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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**SECTION A (Answer all the questions)**

(30 marks)

**QUESTION 1**

- a) Discuss any **THREE** types of Collective Bargaining in an organization of your choice (10 marks)
- b) Explain **FOUR** advantages of Collective Bargaining. (8 marks)
- c) .List six benefits of good industrial relation in an organization. (12 marks)

**SECTION B (Answer Any Two Questions)**

**QUESTION 2**

Define the following terms as used in Industrial relations

- a) Joint Consultation  
Discipline  
Participation  
Picketing  
Go slow (10 marks)
- b) Explain the importance of a disciplined workforce in an organization. (10 marks)

**QUESTION 3**

- a) Describe the role of the following in parties in Industrial Relation
- Employer  
Employees  
Government  
Trade Union  
Employers Association (10 marks)
- b) State **FIVE** Objectives of International Labour Organization (ILO). (10 marks)

**QUESTION 4**

- a) List and explain **FIVE** specific areas of coverage of Human Resource Policies. (10 marks)

- b) List and explain five forms of industrial disputes in an organization. (10 marks).

**QUESTION 5**

- a) Describe briefly any **FIVE** forms of settling disputes in an organization. (10 marks)
- b) State any **FIVE** advantages of trade unions in an organization. (10 marks)