

TECHNICAL UNIVERSITY OF MOMBASA

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 DateAug 2019

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.

SECTION A (Answer all the questions)

(30 marks)

QUESTION 1

- a) Explain the following terms as used in Industrial Relations (10marks)
- (i) Mediation
 - (ii) Arbitration
 - (iii) Lockouts
 - (iv) Litigation
 - (v) Collective bargaining agreement
- b) State and explain **SIX** benefits of employee involvement in an organization (12 marks)
- c) Describe any **FOUR** ways of managing ethics at a workplace. (8marks)

SECTION B

QUESTION 2

- a) List and explain any **FIVE** advantages and **FIVE** Disadvantages of employee participation (10 marks)
- b) List and explain **FIVE** factors to consider when terminating employee services in an organization. (10 marks)

QUESTION 3

- a) Define Discipline (2 marks)
- b) List and explain **FOUR** advantages of disciplinary policies in an organization (8 marks)
- c) List and explain **FIVE** roles of Tripartite consultations in Industrial Relations (10 Marks)

QUESTION 4

- a) Describe any **FIVE** characteristics of Collective Bargaining (10 marks)

- b) List and explain any **FIVE** suggestion measures to improve Industrial Relations in an organization. (10 marks)

QUESTION 5

- a) List and explain **FIVE** advantages of a Trade Union. (10 marks)
- b) State and explain **FIVE** benefits of grievance handling procedure (10 marks)