



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: DEC 2022

TIME:2HOURS

DATE:Pick DateDec2022

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.

QUESTION ONE

- a) Discuss any **THREE** types of Collective Bargaining in an organization of your choice. (10 marks)
- b) List any **FIVE** benefits of good industrial relation in an organization. (10 marks)
- c) Explain **FOUR** advantages that accrue to employees in joining Trade Unions. (8 marks)
- d) Define the term Discipline (2 marks)

QUESTION TWO

- a) List any **Five** Socio economic and cultural factors that play a role in creating indiscipline in an organization. (10 marks)
- b) Define and explain the following terms used in Industrial Relations.
- i) Lockouts (2 marks)
 - ii) Picketing (2 marks)
 - iii) Gherao (2 marks)
- c) State and explain any **Two** types of Termination. (4 marks)

QUESTION THREE

- a) List any **FIVE** ways of managing Ethics at workplace. (10 marks)
- a) As a Human Resource Manager, highlight **FIVE** ways that can give an indication of potential grievances in an organization. (10marks)

QUESTION FOUR

- a) State and explain **SIX** benefits of employee involvement in an organization. (12 marks)
- b) Highlight **Four** Circumstances under which a contract of employment may be terminated. (8 marks)

QUESTION FIVE

- a) Highlight any **FOUR** roles of Tripartite in Industrial Relations. (12marks)
- b) Explain the following terms as used in Industrial Relations.
- i) Arbitration (2 marks)
 - ii) Mediation (2 marks)
 - iii) Strike (2 marks)

iv) Dispute

(2 marks)