



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HUMAN RESOURCES MANAGEMENT

BHR 2202: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

SERIES JULY 2022

TIME:2HOURS

DATE:Pick DateJULY2022

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) State and explain **FIVE** disadvantages of poor industrial relations to an organization. (10 marks)
- b) Explain **FIVE** functions of a trade union. (10 marks)
- c) Highlight **FIVE** principles of industrial discipline. (10 marks)

QUESTION TWO

- 2a)** Explain **FIVE** causes of employee indiscipline in organizations. (10 marks).
- 2b)** Discuss **FIVE** objectives of the Federation of Kenya Employers (FKE). (10marks).

QUESTION THREE

- 3a)** Explain **FIVE** functions of The Industrial court of Kenya. (10 marks)

3b) Highlight **FIVE** roles employers play in promoting positive industrial relation practices. (10 Marks)

QUESTION FOUR

4a) Outline **FIVE** steps of collective bargaining process. (10 marks)

4b) Highlight **FIVE** advantages of joint consultations in organizations. (10 marks)

QUESTION FIVE

5a) Discuss **FIVE** functions of International labour organization. (10 marks)

5b) Illustrate **FIVE** steps of dispute handling. (10 marks)