

# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

DIPLOMA IN HUMAN RESOURCE MANAGEMENT.

BHR: 2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

**SERIES: JULY, 2021**

**TIME: 2 HOURS**

**DATE: Pick Date Jul 2021**

## 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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## QUESTION ONE

- 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)

## QUESTION TWO

a) Define the following terms as used in Industrial relations.

- i. Joint Consultation (2 Marks)
- ii. Discipline (2 Marks)
- iii. Participation (2 Marks)
- iv. Picketing (2 Marks)
- v. Go slow (2 Marks)

b) List any **FIVE** importance of a disciplined workforce in an organization. (10 marks)

## QUESTION THREE

a) Describe the role of the following in parties in Industrial Relation

- i. Employer (2 Marks)
- ii. Employees (2 Marks)
- iii. Government (2 Marks)
- iv. Trade Union (2 Marks)
- v. Employers Association (2 Marks)

b) State **FIVE** Objectives of International Labour Organization (ILO). (10 marks)

## QUESTION FOUR

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

b) List and explain any **FIVE** forms of industrial dispute in an organization. (10 marks).

## QUESTION FIVE

a) Describe briefly any **FIVE** forms of settling disputes in an organization. (10 marks)

b) State any **FIVE** importance of trade union in an organization. (10 marks)