



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HUMAN RESOURCES MANAGEMENT

BHR 2201: INDUSTRIAL RELATIONS

END OF SEMESTER EXAMINATION

SERIES APRIL 2022

TIME:2HOURS

DATE:Pick DateAPRIL2022

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 (Compulsory)

QUESTION ONE

- a) State and explain **FIVE** measures organizations can take in order to improve industrial relations (10 marks)
- b) Explain **FIVE** reasons why employees join trade unions (10 marks)
- c) Highlight **FIVE** principles of industrial discipline (10 marks)

SECTION B

(Answer any **TWO** questions from this Section.)

QUESTION TWO

- 2a)** Explain **FIVE** methods of termination of employment (10 marks).
- b)** Discuss **FIVE** functions of the Federation of Kenya Employers (FKE) (10marks).

QUESTION THREE

- 3a)** Explain **FIVE** functions of The Industrial court of Kenya (10 marks)
- b)** Highlight **FIVE** roles employee play in promoting positive industrial relations in an organization (10 Marks)

QUESTION FOUR

- 4a)** Outline **FIVE** methods of handling disputes in organizations (10 marks)
- b)** Highlight **FIVE** types of disciplinary actions that an organization can take to discipline its employees (10 marks)

QUESTION FIVE

- 5a)** Discuss **FIVE** causes of poor industrial relations. (10 marks)
- b)** Write short notes on the parties involved in industrial relations in Kenya (10 marks)