



**TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF BUSINESS**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**UNIVERSITY EXAMINATION FOR**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**BHR 2209: EMPLOYEE RELATIONS**

**END OF SEMESTER EXAMINATION**

**SERIES: MARCH 2025**

**TIME: 2 HOURS**

**DATE: MARCH 2025**

**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 1 (COMPULSORY)**

- A. Define open lines of communication. (3MARKS)
- B. Name THREE types of misconducts employees can be involved in. (3 MARKS)
- C. State THREE importance of employee relations policy in the work place. (6 MARKS)
- D. State THREE roles of trade unions. (6 MARKS)
- E. Name FOUR employee documents filed in their personal lines. (8 MARKS)
- F. State FOUR hazards that can be arise in the work place (4 MARKS)

## **QUESTION TWO**

- A. Define appeal in regard to disciplinary process. (2 MARKS)
- B. Give THREE reasons that can make an employee appeal a disciplinary ruling. (3MARKS)
  - A. State FIVE best practices in the work place ( 5 MARKS)
  - B. Give FIVE ways managers can create a conducive work environment. (5 MARKS)
  - C. Name FIVE ways of solving conflict at work. (5 MARKS)

## **QUESTION THREE**

- A. Highlight FIVE ways of improving employee welfare in the work place. (5 MARKS)
- B. Name the FIVE examples of punishments that can be given to disciplined employees. (5 MARKS)
- C. Give FIVE qualities of a good communication system in the workplace. (5 MARKS)
- D. Name FIVE stakeholders in the workplace. (5 MARKS)

## **QUESTION FOUR**

- A. Give FIVE qualities of a good Manager. (5 MARKS)
- B. Name five ways of reducing workplace conflict. (5 MARKS)
- C. Give ways of ensuring good employee relations in the work place. (5 MARKS)
- D. State FIVE ways of minimizing grievances in the work place. (5MARKS)

**QUESTION FIVE.**

- A. State FIVE Qualities of a good policy in the work place. (5 MARKS)
- B. Name Five documents needed when hiring employees. (5MARKS)
- C. Give FIVE advantages of stakeholders in an organization. (5MARKS)
- D. List FIVE ways of managing employee grievances. (5MARKS)