



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: APRIL 2025

TIME: 2HOURS

DATE: APRIL 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.

QUESTION 1 (COMPULSORY)

- A. Define appeal in relation to disciplinary process. (3MARKS)
- B. Define Disciplinary process. (2MARKS)
- C. Name FIVE punishments employees can be subjected to. (5 MARKS)

- D. State FIVE importance of disciplinary process. (5 MARKS)
- E. State FIVE roles of trade unions. (5 MARKS)
- F. Name FIVE employee documents filed in their personal files. (5 MARKS)
- G. State FIVE PPE's that employees should be issued with. (5 MARKS)

QUESTION TWO

- A. Name FIVE standards for employee relations. (5 MARKS)
- B. Give FIVE reasons that can make an employee appeal a disciplinary ruling. (5 MARKS)
- C. State FIVE advantages of mediation as a conflict resolution. (5 MARKS)
- D. Give FIVE ways managers can create a conducive work environment. (5 MARKS)

QUESTION THREE

- A. Highlight FIVE ways of improving employee welfare in the work place. (5 MARKS)
- B. Name the FIVE importance of stakeholders in an organization. (5 MARKS)
- C. Give FIVE qualities of a good communication system in the workplace. (5 MARKS)
- D. Name FIVE laws/acts that protect employees. (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. (5MARKS)
- D. State FIVE ways of minimizing complains 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 trade unions in an organization. (5MARKS)
- D. List FIVE ways of managing employee grievances. (5MARKS)