



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: JULY 2025

TIME: 2HOURS

DATE: JULY 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. State FIVE principles of management in employee relations. (10 MARKS)
- B. Name FIVE ways of conflict resolution in the workplace. (5 MARKS)
- C. Highlight FIVE practices that can raise grievances among employees. (5MARKS)

- D. Name FIVE stakeholders in an organization. (5 MARKS)
- E. Name FIVE disadvantages of trade unions in an organization. (5 MARKS)

QUESTION TWO

- A. State FIVE advantages of open communication. (5 MARKS)
- B. State FIVE qualities of a good employer (5 MARKS)
- C. Give FIVE principles of labour relations. (5 MARKS)
- D. Name FIVE guiding acts of labour relations in Kenya. (5 MARKS)

QUESTION THREE

- A. Highlight FIVE examples of employee grievances. (5 MARKS)
- B. Name the FIVE steps of Disciplinary procedure. (5 MARKS)
- C. Give FIVE qualities of a good policy. (5 MARKS)
- D. State FIVE advantages of open communication in the work place. (5 MARKS)

QUESTION FOUR

- A. Name FIVE advantages of having a company policy. (5 MARKS)
- B. Name FIVE policies that must found in the company policy. (5 MARKS)
- C. Name Five ways of ensuring good employee relations in the work place. (5 MARKS)
- D. Name FIVE disadvantages of closed line communication. (5 MARKS)

QUESTION FIVE.

A. Name FIVE people who form part of the disciplinary committee. (5 MARKS)

B. Name FIVE misconducts that can lead to disciplinary action. (5MARKS)

C. Give FIVE roles of trade unions (5MARKS)

D. List FIVE standards of employee relations. (5MARKS)