



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF COMMERCE

BHR 4304: INDUSTRIAL & EMPLOYEE RELATIONS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
This paper consists of Two printed pages
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QUESTION 1 (Compulsory)

- Discuss any five objectives for sound industrial and employee relations in Kenya. (10 marks)
- 'The Kenya Industrial charter operates on a tripartite bases in the facilitation of good employee relations in Kenya' clearly discuss the role of each tripartite party under the charter. (15 marks)
- Explain the importance of having in a place a sound governance handling policy in an organization. (5marks)

QUESTION 2

- Distinguish between a collective bargaining agreement and a recognition agreement. (6 marks)
- Explain the characteristics of collective bargaining. (14 marks)

QUESTION 3

- a) Discuss the reasons for either workers suing a trade Union OR opting out of a trade union. (10 marks)
- b) Explain the effects of technology change on employee relations. (10 marks)

QUESTION 4

- a) Explain at least five reasons why communication is important in employee relations. (10marks)
- b) Define the term grievances. (2 marks)
Explain at least four causes that may trigger employee grievances. (8 marks)

QUESTION 5

- a) What is discipline in relation to an employee? (2 marks)
- b) i) Identify and discuss at least four types of discipline. (8 marks)
- ii) What factors are to be considered in determining the severity of a disciplinary action to be taken against an employee. (10 marks)