



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF SCIENCE IN HUMAN
RESOURCE MANAGEMENT**

COURSE CODE: BHR 2207

COURSE TITLE: EMPLOYMENT RELATIONS

DATE: 24TH APRIL 2019

TIME: 8.30-10.30AM

INSTRUCTIONS TO CANDIDATES

Question **ONE** is compulsory

Answer any other **THREE Questions**

*This paper consists of **two** printed pages. Please turn over*

Question one

The use of the word employee relation rather than industrial relations is not by chance.

- a) Using relevant examples discuss briefly this statement **(5mks)**
- b) Human Resource Management is centered on employee relations. Discuss **(10mks)**
- c) Explain strategies you can employ to promote sound employee relations in an organization **(10mks)**

Question two

One cannot claim to have done employee relations course without having a proper understanding of the Kenya labour laws. Explain the key provision of the six Kenya labour laws **(15mks)**

Question three

As much as the decision to form and join a trade union is voluntary it is important for all employees to belong to one since the merits outshine the demerit. Discuss **(15mks)**.

Question four

During negotiations between the employer and the employees sometimes an impasse occurs which necessitate the inclusion of a third party. Using relevant examples explain three types of third party interventions **(15mks)**

Question five

Organizations are bound to experience grievances most of the times and therefore must constantly devise strategies of handling them.

- a) Explain the various types of grievances that exist in an organization **(6mks)**
- b) With the help of a diagram describe a typical grievance handling procedure in an organization **(9mks)**

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