



# **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: 24<sup>TH</sup> APRIL 2019**

**TIME: 8.30-10.30AM**

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## **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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