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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