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University Examinations 2023/2024

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

BBR 3453: EMPLOYEE RELATIONS

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE (30 MARKS)

- a) Discuss the role of employee relations in our organizations today? (10 marks)
- b) What is the difference between a grievance and a complain? Briefly discuss the causes of grievance in a firm. (12 marks)
- c) Discuss the importance of collective bargaining to both employees and the employer (8 marks)

QUESTION TWO (20 MARKS)

- a) Explain by use of practical examples the essentials of a good disciplinary system (10 marks)
- b) Discuss by use of examples the advantages of seniority bases of promotion in firms today (10 marks)

QUESTION THREE (20 MARKS)

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Page 1

- a) Describe the various types of work misconduct with appropriate examples and explain the causes of indiscipline at work place. (10 marks)
- b) What is an industrial dispute? Discuss approaches of settlement of Industrial dispute (10 marks)

QUESTION FOUR (20 MARKS)

- a) What is meant by wrongful dismissal? Discuss the remedies that employees in Kenya have for the wrongful dismissal and unfair termination (10 marks)
- b) By use of examples discuss the importance of workers participation in management (10 marks)

QUESTION FIVE (20 MARKS)

- a) By use of examples discuss the functions that trade unions play towards organizations in Kenya (10 marks)
- b) Discuss the qualities that a good transfer policy should possess (10 marks)