



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2011/2012

THIRD YEAR, SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF
BACHELOR OF COMMERCE

HCB 2215: EMPLOYEE RELATIONS

DATE: APRIL 2012

TIME: 2 HOURS

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

QUESTION ONE (30 MARKS)

- Discuss distinct role of any five parties to the employee relations (10 Marks)
- Flexible working is a practical solution to establishing effective work life balances. Explain five forms of flexible working practices. (10 Marks)
- Discuss three major methods of dispute resolution commonly used by organizations. (10 Marks)

QUESTION TWO (20 MARKS)

- Briefly explain three main forms of employee voice as evident in Kenyan organizations. (6 Marks)
- Discuss the importance and purpose of employee relations in an organization (14 Marks)

QUESTION THREE (20 MARKS)

- Discuss the procedure for administering a suggestion scheme in an organization (8 Marks)
- Explain any six areas covered by employee relations policies modern organizations (12 Marks)

QUESTION FOUR (20 MARKS)

- Drawing examples from Kenya, discuss the process of employee –employer negotiation. (15 Marks)
- Explain five characteristics of union-free employee relations (5 Marks)

QUESTION FIVE (20 MARKS)

- a. Explain any five employee communication methods used in modern organizations
(10 Marks)
- b. As the H.R director in your organization recommend five ways of reducing or managing stress at the work place
(10 Marks)