



KARATINA UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR, SECOND SEMESTER EXAMINATION

2024/2025 ACADEMIC YEAR

**BACHELOR IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: BHR 223

COURSE TITLE: LABOUR RELATIONS

DATE: 24/04/2025

TIME: 12.00 PM – 2.00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

ANSWER QUESTION ONE AND ANY OTHER THREE

Question One

Mrs. Mpenzi, the Human Resource Manager of Mapenzi Tele chain of hotels has been charged with the responsibility of formulating policies and coming up with activities that would give the company a competitive edge over its competitors. The management of Mapenzi Tele chain of Hotels has realized that there are bad relations between management and employees, with employees complaining of poor pay, too many changes that they are not prepared for, poor working conditions, too much political interference in the running of the company, an autocratic management style and poor organizational strategies and policies. Mrs. Mpenzi has turned to creating a labour relations process that will help produce the required employee competencies and behaviors. She has realized that the employees can form a union and that the issues being raised would be solved amicably during collective bargaining. You have been contracted by Mapenzi Tele as a HR expert to help Mrs. Mpenzi in advising both the employees and the managers.

Question one

- a) Using scenarios from Mapenzi Tele, critically appraise the elements of employee relations as they play out in Mapenzi Tele (10 marks)
- b) The management wants your honest opinion on whether a union would help the chain of hotels. Critically analyze the need for a Trade union (10 marks)
- c) You have decided to help Mapenzi Tele to come up with a grievance settling machinery. Describe the steps (5 marks)

Question two

- a) Explain seven factors that may enhance the bargaining power of a trade union during the collective bargaining process. (7 marks)
- b) Discuss four obligations of the government as stipulated in the labour Relations Act 2007. (8 marks)

Question three

- a) Explain five roles played by the Ministry of Labour in labour relations. (10 marks)
- b) Outline five reasons that make it necessary for an employee to join a trade union. (5 marks)

Question four

- a) Analyze the relevance of the Federation of Kenyan Employers in Kenya in the 21st century. (10 marks)
- b) Freedom of association is fundamental to a healthy democracy. Highlight five importance of freedom of association. (5 marks)

Question Five

- a) Kenya as a member of the International Labour Organization has ratified a number of important Conventions related to the rights of all workers. Discuss five fundamental rights. (10marks)
- b) Highlight the requirements fulfilled before registering a trade union. (5marks)

Question six

- a) Identify two institutions, which regulate the functioning of a trade union (2marks)
- b) Based on the (a) above explain two functions of each. (4 marks)
- c) Examine the main areas addressed in workplace health and safety Act 2007 in relation to labour relations. (9 marks)