



KENYATTA UNIVERSITY

EXAMINATION FOR DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHM 061: LABOUR AND INDUSTRIAL RELATIONS

2ND SEMESTER 2023/2024

TIME: 2 HOURS

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions

1. (a) Define term Industrial Relations and explain the importance of good industrial relations in organizations. (10 marks)
- (b) Differentiate between a void, voidable and valid contract and explain the elements of a valid contract. (10 marks)
- (c) Define the term motivation and explain various ways managers can motivate employees. (10 marks)
2. Industrial relations are tripalite in nature. Discuss while explaining the functions of each party. (20 marks)
3. (a) Define the term Collective Bargaining Agreement and discuss its contents. (10 marks)
- (b) Discuss the signs of grievance among employees. (10 marks)
4. (a) Employees can engage in various tactics to have their grievances heard and settled. Discuss some of the tactics they an engage in. (10 marks)
- (b) Explain how managers can utilize Abraham Maslow's hierarchy of needs to motivate employees. (10 marks)