



BACHELORS OF BUSINESS LEADERSHIP
END TERM EXAMINATION-ONLINE
DEPARTMENT: BUSINESS
COURSE CODE: CHR 302- EMPLOYEE RELATIONS

ANSWER ONE AND ANY THREE QUESTIONS ONLY {10 MARKS EACH}

QUESTION ONE

- a) Outline **four** characteristics of a good report (4mks)
- b) Explain **three** aims of counselling in an organization (6mks)

QUESTION TWO

- a) Highlight **two** parties in the employment relationship (2mks)
- b) Discuss **four** reasons for employee involvement in management (8mks)

QUESTION THREE

- a) Outline **four** signs of potential grievances (4mks)
- b) Explain **three** outcomes of positive discipline (6mks)

QUESTION FOUR

- a) State **two** models of emotional intelligence (2mks)
- b) Discuss **four** invalid reasons for terminating an employment contract (8mks)

QUESTION FIVE

- a) Outline **four** grievances concerning working conditions in an organization **(4mks)**
- b) Explain **three** personal barriers to communication **(6mks)**

QUESTION SIX

- a) State **two** important methods of communication **(2mks)**
- b) Discuss **four** challenges of broadcasting as a form of communication **(8mks)**

END OF EXAM