

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST SEMESTER 2025/2026 ACADEMIC YEAR

FOURTH YEAR EXAMINATION FOR THE DEGREE
OF BACHELOR OF COMMERCE

HRMG 414: EMPLOYEE RELATIONS

STREAM: Y4 S1 BCOM

TIME: 2 HRS

DAY: FRIDAY [2.30 P.M-4.30 P.M]

DATE: 6/02/2026

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

XYZ Corporation is a leasing technology firm with a global presence. The company has a workforce of over 10,000 employees across various departments, including software development, marketing, sales and customer support. Despite its success, the company has been facing challenges in employee relations, including high turnover rates, low employee engagement and conflicts between employees and management.

- i) Suggest measures to enhance communication channel between employee and management **(10marks)**
- ii) Analyze the possible causes of employee dissatisfaction and turnover at XYZ corporation **(10marks)**
- iii) Suggest strategies that can be implemented to boost employee engagement and retention **(10marks)**
- iv) Discuss the role that HR can play in improving employee relation at XYZ corporation **(10marks)**

QUESTION TWO

- a) Discuss the employee relations theories and their implication on organization's change and development **(10marks)**
- b) Explain the different sources of recruitment that an organization can adopt to source for the best candidate for their vacant positions **(10marks)**

QUESTION THREE

- a) Explain the different types of organizational structure that an organization can adopt and explain their advantages **(10marks)**
- b) Discuss the strategies that employers can put in place to increase employee engagement and performance **(10marks)**

QUESTION FOUR

- a) Discuss the role of government towards maintaining peace and harmony in industrial relations. **(10 marks)**
- b) Discuss the steps that can be undertake by an organization in settling disputes **(10 marks)**

END