

CHUKA



UNIVERSITY

## UNIVERSITY EXAMINATIONS

### EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF BUSINESS ADMINISTRATION

#### MBAD 843: PUBLIC AND INDUSTRIAL RELATIONS

STREAMS:

TIME: 3 HOURS

DAY/DATE : THURSDAY 15/07/2021

8.30 A.M – 11.30 A.M

#### INSTRUCTION

**Answer ALL questions. Do not write on this question paper**  
**QUESTION ONE**

The workers of Mazumbuko company, who are members of Kenya Commercial, Catering and Allied workers Union (KeCCAWU), have finally had enough of being treated badly at their workplace. The legal provisions of employment contract are not being followed, and several workers have been dismissed without the proper procedure being followed. Mr. Matusi who is the factory supervisor is very abusive towards the workers, and last week, he refused a worker in the factory, time off work to attend a sister's burial. The workplace is dirty and some of the machinery is unsafe. The workers also do not participate in any decision making process of the company. The workers got together after work and discussed what their next move should be. Ms Kelele who is a food packer, suggested that they should call a strike since she believes that this is last resort to get senior management to effectively listen to their grievances and to change its attitude towards the workers. The workers through their union representative have tried on many previous occasions to address their grievances with Mr. Matusi, but nothing has changed. The workers then held a ballot during which all but one voted in favour of embarking on strike action. The shop steward, Ms. Zubira, then served a 48 hour notice on Mr. Matusi that the workers were going to engage in an industrial action in the form of a strike.

**Required:**

- (a) Advise Mr. Matusi the necessary public relations qualities he should have to discharge his roles successfully. [10 marks]
- (b) What are the main determinants of employee relations climate in this company? [10 marks]
- (c) Advise Ms Zubira on the circumstances under which the intended strike may be prohibited. [10 marks]
- (d) Briefly discuss the direct approaches senior management should apply to improve employee involvement and participation at Mazumbuko company. [10 marks]

**QUESTION TWO**

- (a) The management of a company is considering the development of employee relations policies and has invited you to make a presentation. In your presentation, advise the management on how it stands to gain from such policies and analyze the key areas that may be covered by such policies. [10 marks]
- (b) Distinguish between the following concepts;
- (i) Public relations and publicity. [5 marks]
- (ii) Public relations and propanganda. [5 marks]

**QUESTION THREE**

- (a) Public relations activities are not directed to “the general public” but to carefully selected groups of people who are sub divisions of the general public. Discuss the major reasons for defining the organization’s publics. [10 marks]
- (b) To what extent should the government get involved in industrial relations in public sector in Kenya. [10 marks]

**QUESTION FOUR**

(a) The employment Act,2007, details specific wrongs that amount to gross- misconduct thus leading to summary to summary dismissal of an employee. Discuss such specific wrongs.

[10 marks]

(b) Explain the role of Human Resource function in industrial relations in public sector in Kenya.

[10 marks]

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