

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF MASTER
OF BUSINESS ADMINISTRATION**

MBAD 843: PUBLIC AND INDUSTRIAL RELATIONS

STREAMS: MBAD

TIME: 3 HOURS

DAY/DATE: MONDAY 09/12/2019

8.30 A.M. – 11.30 A.M.

INSTRUCTIONS: Answer ALL questions. Do not write on the question paper

QUESTION ONE (COMPULSORY)

Visions Company Limited

Visions Company Limited is a company that manufactures and sells brown sugar and other sugar related products in Nairobi city. Mrembo works as a Line Manager in charge of public and labour relations; employee hiring' compensation' quality of work life and quality circles; communication and counseling; safety and health. The Chief Executive Officer (CEO) has requested her to prepare a presentation to the company's Annual General Meeting touching on Public relations and legal labour provisions that govern her conduct as a line manager. Sonko has given her particular topics to be covered in the presentation Mrembo has approached you for assistance.

Required:

- (a) Assist Mrembo to examine the necessary qualities a Public Relations practitioner should have to discharge her roles successfully [10 marks]
- (b) Advise Mrembo the conditions that Visions Company limited should comply with before discharging any employee on account of redundancy [10 marks]

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- (c) Distinguish between the following concepts
- (i) Public relations and marketing [5 marks]
 - (ii) Public relations and propaganda [5 marks]
- (d) The Employment Act, 2017 details specific wrongs that amount to gross misconduct thus leading to summary dismissal of an employee. Discuss such specific wrongs. [10 marks]

QUESTION TWO

- (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 organizations publics [10 marks]
- (b) Explain the role of Human Resource Management function in industrial relations in public sector in Kenya. [10 marks]

QUESTION THREE

Industrial relations charter means a tripartite agreement between the government, the most representative employers’ organization, and the most representative employee’s organization for the regulation of labour and industrial relations in Kenya. In view of this statement, highlight the main obligations of each party. [20 marks]

QUESTION FOUR

- (a) Discuss the main sources of intergroup conflict in public sector [10 marks]
- (b) Explain the various conflict resolution techniques found in business organizations [10 marks]
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