

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF MASTER OF BUSINESS ADMINISTRATION

MBAD 843: PUBLIC AND INDUSTRIAL RELATIONS

STREAMS: MBA Y2S1

TIME: 3 HOURS

DAY/DATE: MONDAY 4/12/2017

2.30 P.M – 5.30 P.M

INSTRUCTIONS:

- **Answer question one and any other Three questions**
- **Do not write on the question paper**

1. An employee, an Administrative Assistant, was on her regularly scheduled day-off at home. She was called by her supervisor and told to talk to three union members and instruct them to attend a work function which was training technicians on quality control. The union had objected to the implementation of the quality program and had taken the position that employees could attend the program if their jobs were threatened, but they should do so under protest and then file a grievance afterward.

On the employee, an administrator Assistant, in a conference call with the three employees, said she would not order them to attend the quality control meeting, although her supervisor had asked her to. The supervisor who had called her had himself refused to order the three to attend the meeting, but relied on the Administrative assistant to issue the order to the employees. When she failed to order the employees to attend the meeting, the employer suspended her for two weeks. She grieved the two week suspension.

- (a) As an arbitrator, do you think the employer had a just cause to discipline the Administration Assistant? Give reasons for your answer. [10marks]
- (b) Why do you think the supervisor did not want to directly instruct the three employees to attend the training? [10marks]
2. (a) Identify the key functions of industrial relations. [10marks]

- (b) The field of industrial relations is extensive in scope and practice. Using practical examples identify the types and players in industrial relations. [10marks]
3. Although every organization aims to have conducive working relations with its workforce, this does not always happen. Explain the factors that would contribute to poor relationships. [20marks]
4. (a) The role of trade unions has been gradually eroded over the last two decades. Discuss this statement. [10marks]
- (b) Trade unions achieve their objectives through collective bargaining. Discuss the factors that influence the process of collective bargaining for organization in the service sector. [10marks]
5. (a) Explain the mechanism that an organization can put in place to assist in discovering grievances that may be present among the employees. [10marks]
- (b) Using examples of organizations well known to you, explain the types of disciplinary actions administered to curb unacceptable behavior. [10marks]
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