

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/THARAKA****EXAMINATION FOR THE AWARD OF DEGREE MASTER OF BUSINESS
ADMINISTRATION****MBAD 845: ADVOCACY AND NEGOTIATION****STREAMS: Y2S1****TIME: 2 HOURS****DAY/DATE: THURSDAY 06/12/2018****2.30 P.M – 4.30 P.M**

INSTRUCTIONS

- **Answer question one and any other two questions**

- **Candidates are advised not to write on the question paper**

1. Wang consultants is a registered company in Kenya dealing with consultancies in real estate. They were contacted by an upcoming institution who are in the process of buying a facility to set up their institution within the peripheries of Tharaka Nithi County . They identified some premises and they required some due diligence done. Wang consultants was identified to undertake the negotiation process on behalf of the seller. The directors in Wang appointed a few staff members to handle the process. Among them was the accountant, estate manager and a few other junior staff. Some of the staff had personality shortcomings but were appointed all the same. To the directors negotiations was easy, “ Its just a matter of stating figures/facts, and the other party has the obligations of take or leave” . In any case, anyone can negotiate. To him, Wang consultant should take the ‘red color stand’. They did not prepare for anything and went a head to make a date for negotiation. Surprisingly, that was the first day they all met as a team. On their first encounter with the buying party, they seemed not aware to begin and all had different views of the same issues. The buyer arrived prepared to start the negotiations but as it were, it could not start . Using the above case,

- (a) Do you agree with the director's thoughts that negotiation is a matter of stating facts? Support your answer. [10 marks]
- (b) As a HR manager of Wang , describe ethical issues to adhere to in negotiation situations. [10 marks]
- (c) What do you understand by a win win situation? [10 marks]
2. (a) Identify and explain the parameters within which the parties in industrial relations negotiate. [10marks]
- (b) Identify and explain any seven tools necessary in the advocacy work. Give examples. [10marks]
3. (a) Collective bargaining consists of the process of negotiation between representatives of a union and employers. Discuss the negotiation process and the errors that occur during this negotiation. [10 marks]
- (b) Explain the various sources of power in negotiation and how they affect negotiation outcome. [10 marks]
4. (a) Advocacy is a planned, deliberate and sustainable effort to advance an agenda for change. Individuals and organizations advocate changing policies and programs that directly affect employees. Discuss the process of advocacy as an action for organization change and development. [10 marks]
- (b) Describe the styles of negotiation that one can use, giving their pros and cons. [10 marks]
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