

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

2ND SEMESTER 2023/2024 ACADEMIC YEAR

EXAMINATION FOR MASTERS OF BUSINESS ADMINISTRATION

MBAD 742: PUBLIC AND INDUSTRIAL RELATIONS

STREAM: *MBA*

TIME: *3 HRS*

DAY: *TUESDAY [9.00-12.00 NOON]*

DATE: *26/03/2024*

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.



INSTRUCTIONS: ANSWER QUESTION **ONE** (COMPULSORY) AND ANY OTHER
TWO QUESTIONS

QUESTION ONE (40 Marks)

Read the case below and answer the questions that follow:

NO WAL-MART WAGES

Unions such as the United Food and Commercial Workers Union (UFCW) are fighting for their future and for the standard of living of its members. According to the Canadian President of the UFCW, the union's power at the bargaining table for grocery industry is eroding. Employees are demanding concessions from wages to health benefits to compete with non-unionized Wal-Mart. For example, the UFCW, in negotiations with Loblaw's Real Canadian Superstore, recently made a key concession that new hires will be paid less. Employees in the grocery industry are concerned that their jobs may no longer offer the same hope for promotions or the ability to earn a wage that will keep their families above the poverty line. For store owners, pressure to keep labour cost down is fierce as Wal-Mart continue to expand and compete directly in their traditional grocery business. A parallel is drawn to the loss of North American manufacturing jobs to countries with cheaper labour costs. While companies, unions and people are trying to hold their ground, many are hoping that Wal-Mart's workforce of more than 1 million will become unionized. An epic struggle of union against nonunion is occurring. The anti-union perspective raises the argument that a third party intervention negatively affects a business's ability to operate successfully. Wal-Mart has recently announced that it will close its store in Jonquiere due to economic reasons.

- a) Citing examples from the above case, why do you think the Wal-Mart management is opposed to the unionization of its employees? **(4Marks)**
- b) What should the supervisors at Wal-Mart do to reduce the likelihood of unionization? **(8 Marks)**
- c) Discuss the major functions of United Food and Commercial Worker's Union (UFCW). **(8 Marks)**
- d) As a human resource manager in the grocery industry, what would be your typical labour relations responsibilities? **(10 Marks)**

QUESTION TWO (20 Marks)

- a) Discuss the importance of having a formal grievance procedure in an organization **(5 Marks)**
- b) As a HR Manager in your organization, discuss causes for disciplinary action against an employee. **(15 Marks)**



QUESTION THREE (20 Marks)

- a) Explain FOUR circumstances under which a strike or lockout is Prohibited **(10Marks)**
- b) Explain any five employee communication methods used in modern organizations**(10 Marks)**

QUESTION FOUR(20 Marks)

- a) As the H.R director in your organization recommend ways of reducing or managing stress at the work place **(10Marks)**

- b) Examine the role of the tripartite parties in managing employee relations as stipulated in the industrial relations charter. **(10 marks)**

END

