

III Semester M.B.A. (Day) Degree Examination, January/February 2007
(Updated Scheme)
MANAGEMENT

H3 : Employee Relations Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

Answer **any six** of the following. **Each** question carries **two** marks. (6×2=12)

1. a) Define employee relationship management.
- b) What are wage policies ?
- c) Define collective bargaining.
- d) What is Safety Audit ?
- e) What are grievances ?
- f) Define Social Security.
- g) What do you mean by Job burnout ?
- h) What is ergonomics ?
- i) Distinguish between Wage and Salary.

SECTION – B

Answer **any four** of the following. **Each** question carries **five** marks. (4×5=20)

2. What are the causes of Industrial Accidents ?
3. Define, industrial relations and list out its objectives.
4. What are the determinants of executive compensation ?
5. State a few of the major provisions of Factories Act.
6. List out the objectives of Employees State Insurance.
7. "VRS has created social problems rather than solving any" – Do you agree ?
Why ?

P.T.O.

SECTION - C

Answer **any three** questions. **Each** question carries **10** marks. **(3×10=30)**

8. Trace the various reasons for industrial disputes in India and examine conciliation as a measure to resolve disputes.
9. Define Participative Management and give an account of its practice in Indian industries.
10. Describe the problems of Compensation Management and highlight the impact of rising salaries on socio-economic development of India.
11. Explain the causes and consequence of job stress and suggest measures to overcome stress in organisations.
12. Define Industrial Safety and explain how it can be ensured by the government.

SECTION - D

Read the following case and answer the questions given below. This Section is **compulsory**. **(1×13=13)**

13. Case study:

MIC Cement is a 1500 TPD plant with a workforce of 1250. Its turnover is 400 crores per Annum. The plant was established in 1981 Oct. In the first 5 years, the Co. did not make any profits and hence no Bonus was paid. Although the workers were unhappy about this and were demanding for some token amount as ex-gratia. But the management quoted the provision of the Bonus Act and took a stand that during the infancy period "No Profit, No Bonus".

In the mean time, three different unions were formed with outside affiliation and 50% of the office bearers of these unions were outsiders/politicians.

The company's financial year was Oct. - Sept. The accounting year 85-86 was extended by 6 months to make it April to March in pursuance of the Govt. of India, FM's Notification.

Workers demanded bonus for the extended 6 months claiming that it was not infancy period but only an extended period. But the Management took a stand that it is an accounting year, of 18 months, and denied the Bonus.

The workers agitated by the stand of the management went on strike. On the third day of the strike the Asst. Labour Commissioner convened a conciliation meeting.

- 1) Was the Management right ?
 - 2) Was the union's stand fair and justified ?
 - 3) What is the legal point ?
 - 4) If you were the HR Head of the Co. what would be your line of thinking ?
 - 5) If you were the ALC, how would you address the dispute ?
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