



PG – 679

III Semester M.B.A. (Day) Examination, January 2010
(2007-08 Scheme)
MANAGEMENT

H-2 : Employee Relationship Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** of the following. Each question carries **two** marks. (6×2=12)
- Define IR.
 - What is meant by WPM ?
 - Define Trade Union.
 - What is meant by adjudication ?
 - What is meant by safety ?
 - Define grievance.
 - What is misconduct ?
 - What is Intra mural ? Give two examples.

SECTION – B

- Answer **any three** of the following. Each question carries **eight** marks. (3×8=24)
- What are causes for industrial disputes ? Discuss with examples.
 - Trade union movement in India is collapsed due to its inherent problems. Explain the problems and remedy.
 - Discuss a mood of grievance procedure. Whether it is effective in solving the employee problem ?
 - What are the major occupational hazards ? How these are prevented ?
 - Discuss the principles of labour welfare. Explain.

SECTION – C

- Answer **any two** of the following. Each carries **twelve** marks. (2×12=24)
- Elaborately discuss the steps/procedures adopted in conducting disciplinary enquiry.
 - Explain the theories of trade union.
 - Explain the machinery provided under Industrial Disputes Act 1947 for prevention and settlement of industrial disputes in India.

P.T.O.



SECTION – D

Case Study

(15×1=15)

10. Analyse the case and answer the questions :

Trade Union Democracy

In one State, the Chief Minister was invited to the annual conference of a union where union elections were also scheduled. The Chief Minister inaugurated the conference and observed as follows : 'I propose that you elect Mr XYZ as your President and the President in turn elect his team'. Before the members could understand the significance of what the Chief Minister had said there was a big round of applause from the audience – presumably orchestrated by supporters of the Chief Minister's nominee for presidentship of the union. Before anyone could say anything, quite a few queued up and began to garland Mr XYZ. Mr XYZ then rose and announced the names of his nominees. The elections concluded. Those who were elected were happy about the smooth and cordial manner in which the elections had been held. Referring to two cases in the recent past in neighbouring factories, they said, in one the rival unions spent a lot of money in elections. From where had the money come ? Would the ones who had spent so much money not want to recover it in one form or another ? Another elected person was talking about how management manipulated the elections to have a 'company' union. Some of the people who had aspired to contest the elections were dismayed but could not do much because of the atmosphere in which the whole thing has happened.

Questions :

- 1) Comment on the case and the divergent viewpoints/perceptions of those who won the elections without contesting and those who wanted contest but could not.
- 2) Discuss the problem of trade union democracy.
- 3) What suggestions do you have to make trade unions truly for the members, of the members, and by the members ?
- 4) What role, if any, should management have in the manner in which unions are administered ? Is there a justification for managements to intervene in the internal matters of unions on the grounds that the internal dynamics of unions affect the functioning of the company wherein the unions operate ?