



III Semester M.B.A. (Day) Degree Examination, January 2012
(2007-2008 Scheme)

MANAGEMENT

H – 2 : Employee Relationship Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

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

1. a) Define the term "Industrial Relations".
- b) Why do workers join trade unions ?
- c) Which are the central trade unions of India ?
- d) What is a 'lock-out' ?
- e) What are the types of industrial disputes ?
- f) What are the ways of career planning ?
- g) What is empowerment ?
- h) How to ensure workers participation in Management ?

SECTION – B

Answer any three of the following. Each carries eight marks : (3×8=24)

2. How to conduct a departmental disciplinary enquiry ?
3. Explain the relationship between unions and collective bargaining.
4. What are the different types of incentives offered to employees ?
5. Why worker's participation in management is needed and how it is done ?
6. What is meant by a) recognition of a trade union b) strike and c) quality circle ?

P.T.O.



SECTION - C

Answer **any two** questions. Each question carries **12** marks. (2x12=24)

7. Explain the role of the state, employer and employees that forms industrial relations.
8. Explain the reasons for industrial disputes and the resolution mechanisms available to solve them.
9. Is it possible to plan careers in these turbulent times ? Discuss.

SECTION - D

Case study (Compulsory) (1x15=15)

10. Bangalore has over 80,000 three wheeler autorikshaws. A large percentage of them have been owned by non driver owners who rent them out to the drivers on a daily basis.

The driver takes it on rent for a shift, puts petrol and does minor repairs like fixing a tire puncture etc. and at the end of the shift leaves the vehicle at the owner's home and gives the daily rent.

The driver needs to ferry passengers throughout the shift non stop without any rest in order to make profits after covering the rent, cost of petrol and repairs.

The drivers donot have any health insurance nor any minimum salary payments. There are a number of unions and it is rumoured that they are not functioning exactly the way the drivers want.

Questions :

- 1) In what ways the trade unions can help the state and the members ?
- 2) How to maximise the incomes of the non owner drivers who depend on autorikshaw driving for their livelihood ?
- 3) What kind of career planning could be thought off and what the state should do to help ?
- 4) How to empower auto drivers ?
- 5) Design a sound Industrial Relations Policy for autodrivers at the state level.