



PG – 973

III Semester M.B.A. Degree Examination, February 2017
(2007-08 Scheme)
MANAGEMENT

Paper – H-2 : Employee Relationship Management

Time : 3 Hours

Max. Marks : 75

SECTION – A

1. Answer **any six** from the following, **each** carries **two** marks. (6x2=12)
- Define industrial dispute.
 - What is the difference between (a) layoff and (b) retrenchment ?
 - Who are the important parties in industrial relations ?
 - Define collective bargaining.
 - What is career planning ?
 - What is 'Quality circle' ?
 - Define grievance.
 - Define trade union.

SECTION – B

Answer **any three**, from the following, **each** carries **8** marks. (3x8=24)

- What is promotion policy ? Discuss at least five important types of promotions.
- Discuss the steps in collective bargaining.
- What is WPM ? Discuss some important forms/types of WPM.
- Discuss important causes for industrial disputes in India.
- Discuss the steps in conducting Domestic Disciplinary Inquiry.

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SECTION - C

Answer **any two** from the following, **each** carries **twelve** marks. (2×12=24)

7. What are rights, immunities, provided to trade union under the Trade Union Act ? Discuss with examples.
8. Explain, the important machinery that exist to resolve industrial disputes under I.D. Act.
9. The quality of work life in BPO/IT sector is not healthy. What measures do you suggest to improve the quality of work life of IT sector employees ? Discuss with examples.

SECTION - D

10. **Case study :**

Analyse the case and answer the questions. (1×15=15)

The Andhra Pradesh State Road Transport Corporation has been providing passenger transportation facilities since 1956. It has been extending its operation from one region to another by nationalizing the private passenger transport companies on a phased manner. Presently it is operating its serves in 80% of the routes in the state. It nationalized two routes in East Godavari District in the State in October, 1988. Normally it absorbs all the employees working in passenger transport companies before nationalization and fix their wages at par with the scales of similar categories of jobs.

The pay scales in the corporation are determined on the basis of mutual agreement between the management and the recognized trade union. The scales are revised once in three years. The recent agreement came into force with effect from September 1988. There are two classes in the drivers' category, i.e., Class I (driver working on long distance buses) and Class II (driver working in short distance routes). The pay scale of Class II drivers in enhanced from Rs. 600-1200 to Rs. 900 - 1600 (with effect from September, 1988) in consequence to the latest agreement. The agreement further says that the pay scales of the drivers drawing the scales of Rs. 600-1200 will be fixed in the scale of Rs. 900-1600.

The corporation absorbed 10 drivers who were with the private passenger transport companies upon the recent nationalization of two routes. The personal department fixed the scale of these 10 drivers in the scale of Rs. 600-1600 and



it rejected their plea of fixing their pay in the scale of Rs. 900-1600 saying that only the drivers drawing the scale of Rs. 600-1200 are now eligible to draw the new scales of Rs. 900-1600. The corporation has set up both the grievance machinery and the collective bargaining machinery to resolve employee problems. Then these drivers submitted this issue to the foreman who is their immediate superior. The foreman told them to raise this issue in collective bargaining with the help trade union leaders as it is a policy issue. These driver approached the trade union leaders and persuaded them to solve the issue. The trade union leaders included this item in the draft agenda to the collective bargaining committee to be held in January 1989. But the collective bargaining committee deleted this item from the draft agenda saying that this issue can be settled through grievance machinery as only 10 drivers out of 3000 drivers of the corporation are concerned with this issue.

Questions :

- 1) Who is correct ? The personnel department or the foreman or the collective bargaining committee.
- 2) Where do you place this issue for redressal ?
- 3) How do you redress this grievance ?

- 1) What is Quality circle ?
- 2) Define grievance.
- 3) Define trade union.

SECTION - B

Answer any three, from the following; each carries 8 marks.

1. What is promotion policy ? Discuss at least five important types of promotions.
2. Discuss the steps in collective bargaining.
3. What is WPM ? Discuss some important types of WPM.
4. Discuss important policies for industrial relations in India.
5. Discuss the steps in conducting Domestic Dispute Inquiry.