



PJ – 685

III Semester M.B.A. Degree Examination, January/February 2019  
(CBCS Scheme) (2014-15 and Onwards)

MANAGEMENT

Paper – 3.5.2 : Industrial and Employee Relations

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer any five of the following questions : (5×5=25)

1. How does IR-HRM interface each other ?
2. Discuss the salient features of Trade Union Act 1926.
3. What is the significance of employee relations ?
4. What is meant by Lok Adalat ? Discuss development of Lok Adalats.
5. What are the causes of Industrial Disputes ?
6. What are the duties of Labour Welfare Officer ?
7. Discuss the evolution of IR in India.

SECTION – B

Answer any three of the following questions : (3×10=30)

8. Discuss the progress of Trade Unions prior to independence and after independence.
9. Role of Tripartite and Bipartite bodies in implementing a uniform and coordinated labour policy in the country.
10. Discuss the Workmen's Compensation Act 1823 as one of the social security measures.
11. Collective bargaining plays a significant role in improving labour-management relations and in ensuring industrial harmony. Discuss.

P.T.O.



SECTION - C  
Compulsory (Case Study)

(1x15=15)

12. Jim's interview took place three weeks ago. Unfortunately, Jim had been so busy preparing for a science exam that he overslept. When he arrived at the placement office, the head of the office was waiting outside. "Where have you been?" I've been stalling the interview for almost 15 minutes. Go to Room 4 bring him down. "After being introduced, Jim immediately told the interviewer that he was sorry for his tardiness but that he had studied until after 2 A.M. and had overslept. The recruiter shrugged it off. "Don't be concerned I've done it myself on occasion." Then after some general pleasantries, the interview began.

The recruiter started to tell Jim about his company and then stopped. "Are you familiar with us?" he asked. Jim admitted that he did not know much about the consumer goods firm, although he did add, "but you are my first career choice." The recruiter then proceeded to give Jim some brochures that described the firm and its operations and began to describe some of the company's major product lines and activities.

Later in the interview, the recruiter asked, "What starting salary would you be looking for?" Based on his discussions with the head of the placement office, Jim learned that the going rate was approximately \$ 23,500. "I'd like to start around \$ 27,500," he said "with an opportunity to start around increase my salary by about 10% through overtime." The recruiter did not respond to this statement but did write something on the piece of paper in front of him.

When the interview concluded 15 minutes later, Jim shook the man's hand and asked, "When can I expect to hear from you?" The recruiter told him he would have a response within three weeks. Yesterday two of Jim's friends who had interviewed with the consumer goods firm received letters of acceptance. Today Jim received a letter. It said that because the company was able to hire only a limited number of applicants, it would be unable to offer him a position but wished him luck in his job search.

**Questions**

- 1) How should Jim have handled the question about salary? Explain.
- 2) Why did Jim not get the job? Define your answer.
- 3) What should Jim do to prepare for the next interview? Prepare a list of suggestions for preparing for the next job interview. Prepare another list of how Jim should conduct himself in the interview. Be specific in both lists.