



PG – 928

III Semester M.B.A. Degree Examination, February 2017  
(CBCS)

MANAGEMENT

Paper – 3.5.2 : Industrial and Employee Relations

Time : 3 Hours

Max. Marks : 70

SECTION – A

Answer **any five** of the following questions. **Each** question carries **5** marks. **(5×5=25)**

1. What is the significance of employee relations ?
2. Define industrial dispute. State the causes of industrial disputes.
3. Explain the role of trade unions in collective bargaining.
4. What is gratuity ? Illustrate calculation of gratuity in different cases.
5. What is the importance of conciliation machinery ?
6. State the benefits under Maternity Benefit Act, 1961.
7. What are the challenges arising due to employees working on night shifts ?

SECTION – B

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

8. Elaborate the evolution of IR policies in India.
9. Discuss the problems and challenges of trade unions in India.
10. Describe the important provisions of ESI Act, 1948.
11. Explain the prevention and settlement procedure of industrial disputes in India.

P.T.O.



SECTION - C  
(Compulsory)

12. Case Study :

(1×15=15)

In one public sector undertaking with a chequered past, a line manager was appointed as the Chief of Personnel. Within a year after taking up the assignment, he had to sign a wage agreement with the workers' union. The union at that time was dominated by non-technical staff. The union's charter of demands favoured the interests of the dominant members' groups. It asked for a significant revision in gardener's pay, but was not equally vocal in pressing for the increase in the pay scales of the workers in certain technical grades. The management conceded these demands because the union cooperated with them in keeping the burden of the pay revision well within the guidelines of Bureau of Public Enterprises (BPE).

Once the agreement was signed and communicated to the employees/members by the management and the union respectively, there was commotion among the technical employees. They walked out of the union and formed a separate technical staff union. They marched round the company premises holding the placards which read, "Here grass cutters get more than the gas cutters". In the engineering assembly unit till the pay revision occurred, welding was a highly rated job. But not any longer.

**Questions :**

- 1) Was the action of union management justified and why ?
- 2) Forming a separate union was both right and wrong. Explain.
- 3) What are the legal implications of forming a separate union ?
- 4) If you were in place of management, what factors would you like to consider before finalizing the wages ?