MB-117C

Sl.No. : **Total No. of Pages : 3**

Third Semester M.B.A. Degree Examination, May/June - 2023
(Non CBCS) (SLM Scheme)
MANAGEMENT
Industrial Relations (Elective - C)

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Q1) **Answer any five sub-questions. Each sub-question carries three marks :** **[5 × 3 = 15]**

a) What is the concept of Industrial Relations?

b) What are the objectives of Trade Unions Act, 1926?

c) What is the term "Grievance Handling"?

d) What are the forms of Workers Participation in Management?

e) What is Strike? State the types of strikes.

f) Discuss the role of actors in Industrial Relations.

g) Write a note on any two schemes of workers participation in management.

SECTION - B

Answer any four questions. Each question carries five marks : **[4 × 5 = 20]**

Q2) Discuss the skills required for negotiation.

Q3) Why do workers join trade unions? What are the problems faced by trade unions in India?

Q4) Discuss the Model Grievance Procedure.

Q5) Discuss the various theories of industrial relations.

Q6) What authorities have been setup under the industrial disputes Act, 1947 for the settlement on industrial relations?

Q7) Distinguish between award and settlement.

SECTION - C

Answer any three questions. Each question carries ten marks : [3 × 10 = 30]

Q8) What is the procedure for the registration and cancellation of a trade union as per the Trade Union Act, 1926?

Q9) Explain the grievance handling procedure.

Q10) What are the provisions of the Factories Act in respect of health and safety of workers?

Q11) Write note on the following :

a) Systems approach to industrial relations

b) Arbitration

Q12) Explain detail the process of collective bargaining.

SECTION - D

Q13) **Case study (Compulsory) : [1 × 15 = 15]**

Suresh, a workman in the Fire and Safety Department of a manufacturing unit of a factory is addicted to alcohol. He has been warned many times for coming on duty in an inebriated state. He has been served charge-sheet and awarded punishment. Still there was no improvement in his chronic absenteeism. He is also deeply in debt and hardly takes a couple of hundred rupees as his take home salary. Instead of resorting to progressive punishment, the management, with the help of a social worker, counselled him and also made house visits and contacted his family members. Finally, he was sent to a hospital which specialised in

deaddiction. His three months of treatment in the hospital was considered as special leave with wages which were paid to the family members. The company bore the entire hospital expenses. After discharge from hospital, Suresh resumed his work. There are no more complaints about him. His performance is satisfactory. During her regular visits, the social worker received satisfactory reports about Suresh from his family members. In fact they were grateful to the company for saving their family from certain destitution.

Questions :

a) In these fast-paced times, is it possible for any management to stretch that far to reform a person.

b) Is it obligatory on the part of the management to take care of a workman beyond his working hours? What did the management achieve by his action?

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