MBSC-3.2C

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

Third Semester M.B.A. Degree Examination, June - 2025
(CBCS) (SLM Scheme)
MANAGEMENT
Elective - C : HR
Industrial Relations

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

SECTION - A

Answer any five questions. Each question carries five marks. [5 × 5 = 25]

Q1) Describe the concept of industrial relations. Mention the objectives of industrial relations.

Q2) Define the term discipline. What are the various types of disciplinary problems?

Q3) Define trade union. Explain the major issues in trade union act 1926?

Q4) What do you mean by collective bargaining? Outline its objectives.

Q5) Critically examine the various causes and consequences of industrial disputes.

Q6) Discuss about the various factors affecting industrial relations.

Q7) What do you mean by employee grievance? Explain the classification of grievance management.

SECTION - B

Answer any four questions. Each question carries ten marks. [4 × 10 = 40]

Q8) Explain various forms of Worker's Participation in Management and discuss their impact on industrial relations.

Q9) Explain the functions and process of collective bargaining.

Q10) What is negotiation? Explain the process followed in negotiation, with a relevant example.

Q11) Explain various causes For grievances.

Q12) Explain the duties and powers of conciliation officers, works committee and boards of conciliation in settlement of industrial disputes.

Q13) Explain occupational hazards and psychological problems faced by employees of industrial units its and point out the statutory provisions available to safeguard their interest.

SECTION - C

Q14) **Case (Compulsory)** **[1 × 15 = 15]**

In a Bangalore based electrical company, it was a festive day for all the 700 plus employees. Festoons were strung all over, banners were put up; banana trunks and leaves adorned the factory gate, instead of the usual red flags; and loud speakers were blaring kannada film songs. It was the day the employees chose a celebrate Kannada Rajyothsava, annual feature of all Karnataka based organisations. The function was to start at 4 p.m. and everybody was eagerly waiting for the big event to lake place. But the event, budgeted at Rs. 1,00,000/ - did not take place. At round 2 p.m. there was a ghastly accident in the machine shop. Murthy was caught in the vertical turret lathe and was wounded fatally. His end came in the ambulance on the way to hospital. Luckily for the management, the accident took place of a Saturday. The next day was a weekly holiday and this helped the tension to diffuse to a large extent. The funeral of the deceased look place on Sunday without any hitch. The management hoped that thing would he normal on Monday morning. But the hope was belied. The workers refused to resume work. Again the management approached the union for help. Union leaders advised the workers to resume work in all departments except in the machine shop and the suggestion was accepted by all. Two weeks went by, nobody entered the machine shop, though work in other places resumed. Union leaders came with a new idea to the management - to perform a pooja toward off any evil that had fallen on the lathe. The management accepted the idea and Pooja was performed in the machine shop for about five hours commencing early in the morning. This helped to some extent. The workers started operations on all other machines in the machine shop except on the fateful lathe. It took two full months and a lot of persuasions from the union leaders for the workers to switch on the lathe. The crisis was blown over, thanks to the responsible role played by the union leaders and their fellow workers. Neither the management nor the workers wish that such an incident should recur. Murthy was not covered under the ESI Act, Management had to pay

compensation. Age and experience of the victim were taken into account to arrive at Rs. 1,87,000/- which was the amount to he payable to the wife of the deceased. To this was added Rs.2,50,000/- at the intervention of the union leaders. In addition, the widow was paid a gratuity and a monthly pension of Rs. 4300/-. And nobody's wages were cut for the days not worked. Murthy death witnessed an unusual behaviour on the part of the workers and their leaders and magnanimous gesture from the management.

Questions:

a. Analyse the situation in the case.

b. In view of the above case, comment upon the need for labour laws.

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