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14MBAHR301

Third Semester MBA Degree Examination, Dec.2015/Jan.2016
Industrial Relations and Legislations

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Define 'Industrial Relations' (03 Marks)
- 2 Mention any three pre-requisites of collective bargaining. (03 Marks)
- 3 Distinguish between human relations and industrial relations. (03 Marks)
- 4 What are the principles of natural justice in the context of IR^s? (03 Marks)
- 5 What is the nature of industrial conflict? (03 Marks)
- 6 What are the unfair labour practices? (03 Marks)
- 7 Define 'Gratuity'. (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 What are the factors which affect industrial relations? (07 Marks)
- 2 Explain the collective bargaining process. (07 Marks)
- 3 Explain briefly the rights and responsibilities of trade unions. (07 Marks)
- 4 Write brief note on model Grievance procedure. (07 Marks)
- 5 Explain the settlement machinery available for industrial dispute. (07 Marks)
- 6 Highlight the major features of contract labour Act. (07 Marks)
- 7 Explain the concept and nature of Industrial employment (standing orders) Act, 1946. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Critically examine the ILO's influence on legal enactments in India. (10 Marks)
- 2 What is 'negotiation'? Explain the types and techniques of negotiation. (10 Marks)
- 3 Bring out the employee relations in IT sector. (10 Marks)
- 4 Define 'Grievance'. Explain the forms and sources of Grievance. (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

- 5 What are the objectives and major features of industrial disputes Act? (10 Marks)
- 6 Discuss employer's liability towards compensation for injured employees. (10 Marks)
- 7 Define 'contribution'. Examine the provisions related to employers provident funds scheme. (10 Marks)

SECTION - D

CASE STUDY – [Compulsory]

Mr. Valson, office manager (OM), KSW Trading company was wondering as to what could be done to restore the punctuality of the staff in his office. A majority of the staff members were taking time off from the work, on a number of occasions, during the day, which resulted in work remaining incomplete and in the payment of overtime wages for its completion. Initially the OM persuades and warns the staff to be punctual. None of this worked well. Failing in these methods he resorted to punishment of the erring member of the staff. This led to some improvement but not to the expected levels. He also felt that prolonged use of this method, lead to more serious trouble. He therefore thought of analyzing and identifying the root cause of the problem. His own probe revealed that the unauthorized time off was used mainly for personal work like shopping, meeting friends., coffee/tea brads etc., when caught, the general explanation given by the staff member was that he had gone out for a cup of Tea/Coffee. The OM noticed that no canteen facilities were available nearby, so he set up automatic coffee/tea vending machine. But the move did not succeed as the staff complained that Coffee/Tea was not up to the standard. The staff members protested and refused to use the machine.

Days passed by, One day it occurred to the OM that the muster roll of the branch did not have any provision of marking the period of the absence during the break. To overcome this he decided to install a time clock with in and out 'for attendance. The staff was advised to use these cards for marking their arrival and departure and the absence periods. The idea was brought to the notice of the labour union. There was resistance initially. The OM convinced the staff regarding the usage. During this period, the services of five staff members were terminated for dishonesty and fraud. The OM paid surprise visits late night and found many disturbing happenings.

The OMs efforts in introducing discipline among the staff did not find acceptability by the unions. At this stage, the Regional manager, who is aware of the latest development in the office did not approve the OMs decision. RM suggested OM to get the whole scheme approved from the top management. The meeting of OM with MD/CEO did not find favor either. The OMs effort to convince the management was in vain. Even other managers, when contacted individually, also did not favour the idea.

Questions :

- a) Analyse the root cause for staff indiscipline (05 Marks)
- b) Identify the problems of loss of control over staff. (05 Marks)
- c) Where did office manager go wrong in introducing corrective measures? (05 Marks)
- d) How you would have handled the above situation in bringing discipline among the staff? (05 Marks)

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