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18MBAHR305

Third Semester MBA Degree Examination, July/August 2021 Industrial Relations and Legislations

Time: 3 hrs.

Max. Marks: 100

Note: Answer any FIVE full questions.

- 1 a. Define the term industrial relations. (03 Marks)
b. Brief on importance of industrial relations. (07 Marks)
c. Elucidate on different stages of collective bargaining process. (10 Marks)
- 2 a. What is collective bargaining? (03 Marks)
b. What are the essential conditions required for the success of collective bargaining? Explain. (07 Marks)
c. Briefly explain different approaches to industrial relations. (10 Marks)
- 3 a. What do you mean by WPM? (03 Marks)
b. State and explain essential skills needed for negotiation. (07 Marks)
c. Explain the health and welfare provisions under Factories Act 1948. (10 Marks)
- 4 a. What is subsistence allowance? (03 Marks)
b. Elucidate on various cash and non cash benefits provided to women employee under the Maternity Benefits Act 1961. (07 Marks)
c. Explain briefly growth and development of trade union movement in India. (10 Marks)
- 5 a. Define the term grievance, Highlight on the sources of grievance. (03 Marks)
b. Explain the provisions of Payment of Gratuity Act 1972. (07 Marks)
c. Elucidate on authorized deductions that can be made from the wages of employee as per Payment of Wages Act 1936. (10 Marks)
- 6 a. What is bonus? (03 Marks)
b. Discuss on the problems faced by trade unions. (07 Marks)
c. Briefly explain various benefits under Employee State Insurance Act 1948. (10 Marks)
- 7 a. Define the term trade union. (03 Marks)
b. "When any indiscipline behavior takes place action should be immediate". Justify the statement with the principle of Hot Stove Rule. (07 Marks)
c. With the help of model explain the grievance procedure. (10 Marks)



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8 Case study

EGL is professionally managed company with a fail record of labour management relations. It's headquarter is located in Delhi. It houses about 500 employees in there floors. One day a senior manager in the human resources department observed that a few women employees were washing their hands after lunch at the water cooler in the third floor. The manager immediately reported the mater to his supervisors, who got a notice, put up and circulated it to all employees. It read as follows :

It was observed that some employees are washing their hands at the water cooler. Water coolers are for dispensing drinking water. They are not meant for cleaning hands and utensils. Appropriate action will be taken against any one seen washing their hands/utensils at the water coolers.

The same evening a few employees barged into the concerned officer's room and told him, with no wash rooms and washing basins in the third floor. Over the next two days, more and more people started making liberal use of the water cooler for the purpose washing their hands and even utensils. The subject was discussed over the next few days with emotion and animosity.

Questions :

- a. Is the above related to grievance or indisciple? Discuss. (05 Marks)
- b. What is the root cause of the problem? (05 Marks)
- c. What is the solution can be sought for above problem? (05 Marks)
- d. How such grievances are handled in the company? (05 Marks)

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