

# CBCS Scheme

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16MBAHR301

## Third Semester MBA Degree Examination, Dec.2017/Jan.2018 Industrial Relations and Legislations

Time: 3 hrs.

Max. Marks:80

**Note:** 1. Answer any Four questions from Q.No.1 to Q.No.7.  
2. Question No. 8 is compulsory.

- 1 a. What do you mean by Industrial Relations? (02 Marks)  
b. What are the causes of grievances in an organization? (06 Marks)  
c. Explain the main features of Collective Bargaining. (08 Marks)
- 2 a. What is Gratuity? (02 Marks)  
b. Write a brief note on ILO. (06 Marks)  
c. Discuss the importance of Industrial Relations. (08 Marks)
- 3 a. What is Collective Bargaining? (02 Marks)  
b. Explain the concept of 'workers participation in management' stating its objectives. (06 Marks)  
c. Discuss the functions of Trade Unions. (08 Marks)
- 4 a. Define Grievance. (02 Marks)  
b. Briefly discuss the essentials of a good disciplinary system. (06 Marks)  
c. What are the various cash and non – cash benefits provided to women employees under the Maternity Benefit Act 1961? (08 Marks)
- 5 a. Define Trade Union. (02 Marks)  
b. Briefly discuss the unitary perspective to Industrial Relations. (06 Marks)  
c. What are the provisions regarding 'Eligibility for Gratuity' and 'Mode of payment' under the payment of Gratuity Act 1972. (08 Marks)
- 6 a. What is the meaning of 'Occupier of a Factory' as per the Factories Act 1948? (02 Marks)  
b. What are the essential skills required for Negotiation? (06 Marks)  
c. Briefly explain the provisions of Payment of Wages Act 1936. (08 Marks)
- 7 a. What is Bonus as per 'Payment of Bonus Act 1965'? (02 Marks)  
b. Discuss the problems of Trade Unions in India. (06 Marks)  
c. Discuss in brief the provisions of Factories Act 1948, regarding Health and Welfare of workers. (08 Marks)

**8 CASE STUDY (Compulsory) :**

Ramdin has been appointed as an Office Assistant – Incharge of the 'Typist Section' in ABC Enterprises. He is on probation for a period of one year. He is good at his work but casual in his attitude.

Since he joined the company it was noticed that he takes time off from his work on a number of occasions during the day. Not only this he even pulls other employees to the canteen for Tea / Coffee breaks which are prolonged. Ramdin being a smart worker manages to complete his work inspite of taking breaks. However other employees who take time off from work with Ramdin are unable to complete their work.

The Supervisor Ravi Mohan questions Ramdin on which Ramdin argues stating that he completes his work and goes for breaks which are necessary as his job is monotonous. He also says that he knows his worth and that there is no dearth of jobs for a good typist. Ravi Mohan reports the matter to the Regional Manager – Ms Saxena who refuses to listen to Ramdin and issues a written warning to him blaming him for Indiscipline and unacceptable behaviour.

Questions :

- a. Identify and explain the real problem in the case. (08 Marks)
- b. How would you handle the above situation in bringing discipline among the staff? (08 Marks)

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