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**MBAS 511**

**III Semester M.B.A. Degree Examination,  
November/December 2019**

**BUSINESS ADMINISTRATION**

**Employees Relations Management**

Time : 3 Hours]

[Max. Marks : 70

SECTION – A

(Compulsory)

**Note:** Answer to the question should not exceed **six** pages : **(1 × 15 = 15)**

1. “Developments in industrial and employment structure brought a major change in management of employee relations”. Critically evaluate the statement.

SECTION – B

**Note:** Answer **any five**, each question carries **eight** marks. Answer to the question should not exceed **five** pages : **(5 × 8 = 40)**

2. Explain the changing characteristics of industrial employees and future of ERM.
3. Bring out the procedure of employee grievance handling.
4. Explain employee counselling methods.
5. What are the settlement machineries of industrial dispute? Explain.
6. Elaborate the significance of WPM in Indian industries.
7. Explain the various provisions related to welfare under Factories Act, 1948.
8. What is the employer’s liability for paying wages as per Payment of Wages Act, 1936?
9. Describe the responsibility of an employer to create harassment free work place.



SECTION - C

(Compulsory)

**Note:** Answer to the question should not exceed **six** pages : **(1 × 15 = 15)**

10. Analyse the following case:

Rozer Esco is a Pvt. Limited company. The employees' union had given a proposal to the management for a 20% hike in the wages. The collective bargaining process was still going on.

The Employee relations manager was clever, so he called for an immediate meeting with the union. He tried to put the state of affairs in front of the union and asked them to find a solution. This is what he presented to the union:

- The input prices (cost of raw material, electricity water etc.) have gone up by 10%
- Due to competition the company has to reduce the product price by 10%.
- At the same time the shareholders are also expecting 5% more returns from the existing 15%.

The ER Manager puts forward the above circumstances in front of the union and asked them to give a solution.

Questions:

- (a) How to develop a strategy to respond this situation?
- (b) What are the areas that you can explore to find the answers?