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BBABMC 367/BBMBMC 367

**Credit Based VI Semester BBA/BBM Degree Examination, Sept./Oct. 2020
(2012 Scheme)
HUMAN RESOURCE MANAGEMENT (Elective – II)
Industrial Relations and Labour Legislations (Paper – II)**

Time : 3 Hours

Max. Marks : 120

Instruction : Follow the Instructions *carefully*.

SECTION – A (2 marks each)

1. Answer **any ten** questions.

(10×2=20)

- a) Give the meaning of craft union.
- b) State any two methods of understanding employee grievance.
- c) Write any two differences between discharge and dismissal.
- d) State any two principles of 'Red hot store'.
- e) Name the political party supporting INTUC.
- f) State any two objectives of Labour Welfare.
- g) Define Lockout.
- h) What are extra-mural services ?
 - i) State any two causes for indiscipline.
 - j) What do you mean by 'Quality of work life' ?
- k) State any two preventive measures of industrial disputes.
- l) What is adjudication ?



SECTION – B (8 marks each)

Answer **any five** questions.

(5×8=40)

2. Explain the role of government in maintaining sound industrial relations.
3. Explain the causes for employee grievances.
4. What are the objectives of workers participation in management ?
5. Explain the essential conditions for the successful collective bargaining.
6. Explain the functions of welfare officers.
7. Describe the functions of Trade Unions in India.
8. Explain the important benefits provided to employees under ESI Act, 1948.

SECTION – C (20 marks each)

Answer the following questions.

(3×20=60)

9. Define industrial relations. Explain the features, objectives and scope of industrial relations.

OR

Explain the problems of Trade Unions in India. Suggest measures to strengthen the Trade Union Movement in India.

10. Why do industrial disputes arise ? How can such disputes be settled ?

OR

Explain the advantages of workers participation in management. Briefly explain the following forms of W.P.M.

- a) Quality circle.
- b) Works committee.



11. a) Briefly explain the Intra-mural and Extra-mural welfare services provided to the Indian Industrial Employees. 10

b) Mr. Johnson, a machine operator, worked as mechanist for Mr. Ganesh, the supervisor, of the company. Ganesh told Mr. Johnson to pick up some trash that had fallen from Johnson's work area and Johnson replied "I won't do the Janitor's work". Ganesh replied, "when you drop it, you pick it up." Johnson become angry and abusive, calling Ganesh a number of names in a loud voice and refusing to pick up the trash. All employees in the department heard Johnson's comments.

Ganesh has been trying for two weeks to get his employees to pick up trash in order to have cleaner work place and prevent accidents. He talked to all employees in a weekly meeting and stated that he was following the instruction of the general manager. The only objection came from Johnson.

Johnson has been with the company for five years and in this department for six months. Ganesh has spoken to him twice about excessive alcoholism, but otherwise his record was good he was known to have quick temper.

The outburst by Johnson hurt Ganesh badly. Ganesh told Johnson to come to the office and suspended him for one day for insubordination and abusive language to a supervisor. The decision was within the company policy and similar behaviour had been punished in other departments.

After Johnson left Ganesh's office, Ganesh phoned the HR Manager, reported what he had done, and said that he was sending a copy of suspension order for Johnson's file.

Do you justify Ganesh's decision ? 10
