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BBABMC 367/BBMBMC 367

VI Semester B.B.A./B.B.M. Degree Examination, April/May 2019

(Credit Based Semester Scheme)

HUMAN RESOURCE MANAGEMENT

Paper II – Elective — Industrial Relations and Labour Legislations

Time : 3 Hours]

[Max. Marks : 120

Instructions : *Follow the instructions carefully.*

SECTION – A

1. Answer **any ten** questions in **2** or **3** sentences each : **(10 × 2 = 20)**
- (a) What do you mean by quality of work life?
 - (b) State any two methods of understanding employer grievance.
 - (c) Write any two principles of Red hot store rule.
 - (d) What do you mean by strike?
 - (e) What is social security?
 - (f) Name the political party supporting BMS.
 - (g) What is quality circle?
 - (h) What are intra-mural services?
 - (i) What do you mean by indiscipline?
 - (j) Define Collective Bargaining.
 - (k) State any two functions of Labour Welfare Officer.
 - (l) State any two provisions of P.F. Act.

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SECTION – B

Answer **any five** questions in not more than **2** pages each : **(5 × 8 = 40)**

- 2. Explain the role of employees in maintaining sound industrial relations.
- 3. Explain the essential conditions for the success of collective bargaining.
- 4. What are the causes of indiscipline in Indian Industries?
- 5. Explain the objectives of worker's participation in management.



6. Explain the various benefits available to industrial workers under the ESI Act 1948.
7. Write a note on works committee.
8. What are the causes for employee grievance?

SECTION - C

Answer the following questions in not more than **6** pages each : **(3 × 20 = 60)**

9. (a) What are the causes of industrial disputes? Briefly explain the existing machinery for the settlement of industrial disputes in India.

Or

- (b) Explain the important problems of trade unions. Suggest measures to strengthen the trade union movement in India.
10. (a) Explain the important methods of workers participation in management. Suggest measures for making workers participation in management effective.

Or

- (b) What do you mean by labour welfare services? Explain the intra-mural and extra-mural welfare services provided to the employees of Indian Industries.
11. (a) Explain the causes of poor industrial relations in India. **(10)**
- (b) Mr. Deshpande is working in M/S. Deshpande Ltd. since 2000. He is in charge of the quality maintenance department. He has delegated his authority to two of his subordinates who had more than ten years of experience. The subordinates were finding it difficult to function due to heavy work load. In 2010 June, they had once appealed to Mr. Deshpande to provide at least one more assistant. However this was not seriously attended and as a result one slot of Deshpande product was rejected in the market causing a loss of Rupees Ten Lakhs. Mr. Deshpande passed it on to the subordinates and they were directed to make good the loss. The subordinates immediately referred the matter to the trade union and the trade union has threatened to go on strike and stop production.

As a senior H.R. Manager how will you resolve this case? **(10)**