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**MBAS 511**

Third Semester M.B.A. Degree Examination, December 2017  
(CBCS)

**BUSINESS ADMINISTRATION**  
**Employee Relations Management**

Sri Dharmasthala Manjunatheshwara  
College of Business Management, Mangalore  
Post Graduate Centre for Management  
Studies and Research Library

Time : 3 Hours

Max. Marks : 70

**SECTION – A**  
**(Compulsory)**

**Note :** Answer to the question should **not** exceed **six** pages.

**(1×15=15)**

1. "Today management of employee relations is more about involvement, engagement, participation and partnership rather than just collective bargaining and conflict resolution." Discuss.

**SECTION – B**

**Note :** Answer **any five** questions. **Each** question carries **eight** marks and answer to **each** question should not exceed **five** pages.

**(5×8=40)**

2. Why are industrial health and safety important ? Explain.
3. Explain the need for and functions of Trade Unions.
4. Explain with examples the just causes for disciplinary action.
5. Discuss the need for and importance of collective bargaining in resolving industrial disputes.
6. Explain the measures that are available in India for redressal of employee grievances.
7. Explain the process and strategies of negotiations.
8. What is meant by workers participations in management ? Why is it needed ? Explain.
9. Discuss the process of industrial dispute settlement in India.



## SECTION – C

**Note :** Answer to the question should **not** exceed **six** pages :

(1×15=15)

10. Case Analysis.

Mr. Sharma joined the India Institute of Technology in 2000 – a premier educational institution in the country, imparting higher level education in technology. His job demands higher level and latest knowledge, higher level teaching skill, and other skills in introducing and practicing different teaching methods and bringing co-ordination between the Institute and industry. The Institute implemented the pay scales in 1996, recommended by the University Grants Commission which was at par with the pay scale of teachers in Universities and colleges. The demands of the jobs in Universities and colleges are quite low compared to those of the Institute. The pay of Mr. Sharma has been fixed at the level of Mr. Singh, who joined the Institute in 2004 as the University Grants Commission did not recommend any weightage for the teachers who put up less than five years' experience. Mr. Sharma was quite unhappy over the parity of salary of the teachers of the Institute with those of University teachers and college teachers on the one hand and equalizing his pay with his junior Mr. Singh on the other hand. The Institute again revised the pay scales of the teachers in 2006, based on the pay scales recommended by the University Grants Commission in 2006. University Grants Commission again maintained parity in pay scales of Institute teachers, University teachers and college teachers. The pay scale of Mr. Sharma was revised and it was fixed at Rs. 29,400 which was equal to the pay of Mr. Singh, Mr. Kulkarni who joined the Institute in 2006 and Mr. Prasad who joined the Institute in 2007. Mr. Sharma rushed to the chambers of the Director of the Indian of Technology on 20<sup>th</sup> July, 2007 and told him he was quitting the job in the Institute and he was going to join Degree College, at Rajahmundry. He further said that he was going to get the same salary in a small town. The Director was shocked after listening to Mr. Sharma.

Questions :

- a) Do you justify the decision made by Mr. Sharma ?
- b) Do you suggest any measures to stop Mr. Sharma from quitting the job ?
- c) Do you think that there is something wrong with the Institute pay practices and the University Grants Commission's recommendations ? If yes, what are they ? How do you rectify them ?