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**MBAS 511**



**Third Semester M.B.A. Degree Examination, December 2018**  
**BUSINESS ADMINISTRATION**  
**Employees Relations Management**

Time : 3 Hours

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

Max. Marks : 70

**SECTION - A**  
**(Compulsory)**

- Note** : Answer to the question should **not** exceed **six** pages. (1×15=15)
1. Competition due to globalisation brought paradigm shifts in traditional collective bargaining. Discuss the reasons for this shift.

**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. The Factories Act, 1948 makes provisions for the employment of women and young persons. Explain.
3. Critically evaluate the employee relations scenario in India.
4. Discuss the authorities under the Industrial Disputes Act, 1947 for the purpose of investigation and settlement of disputes.
5. Elaborate on the compensation payable to an injured as per the Workmen's Compensation Act, 1923.
6. Distinguish between grievance and a dispute. Explain the employee grievance handling procedure.
7. What are the different strategies available for negotiation ? Describe the basic negotiation process.
8. Explain workers participation in management. Give a brief description of the philosophy of participative management.
9. Describe various employee counselling techniques.



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

**10. Case Analysis :**

Prachi Das supervises ten clerical employees at the Starlight Insurance Company. Her team prepares and files the insurance claims and registrations for Starlight's customers from their district. This work requires speed and accuracy and is often tedious. Even though Prachi is happy with the work of her group, she is worried about the behaviour of Jolene Khanna.

Jolene had learned the job fairly well but she can get really talkative at times especially when Prachi is gone. Jolene also has the habit of shouting and making demeaning remarks about the other employees in the office. She was always reluctant to follow the rules and regulations of the company. She was skilled in spreading rumours and manipulating situations to her advantage. Jolene would often behave rudely to the other employees which would frequently lead to fights with them .

Prachi has started getting complaints from others in the team regarding Jolene. She has noticed that Jolene has also started exhibiting a lackadaisical attitude towards work. She was aware that Jolene's behaviour was seriously affecting the morale and productivity of her team. Prachi had tried to make Jolene understand that her behaviour was unacceptable but Jolene would only behave well for a day or two after which she would go back to her irritating behaviour.

**Questions :**

- a) Do you justify the efforts made by Prachi ?
- b) If you were Jolene's supervisor, how would you resolve the complaints from others in the group ?
- c) What steps would you take to avoid the recurrence of such problems in the future ?