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**BBMBMC 367**

**Credit Based VI Semester B.B.M. Degree (Supplementary) Examination,  
August/September 2015  
(2012 Scheme)**

**HUMAN RESOURCE MANAGEMENT – II (Elective)  
Industrial Relations and Labour Legislations**

Time : 3 Hours

Max. Marks : 120

**Instruction :** A single answer booklet containing 40 pages will be issued.  
No additional sheets will be issued.

**SECTION – A (2 marks each)**

Answer **any ten** questions.

**(2×10=20)**

1. a) Define 'Industrial Relations'.
- b) What do you mean by craft union ?
- c) Name the political party supporting INTUC.
- d) State any two objectives of ILC.
- e) What do you mean by 'Quality circle' ?
- f) What do you mean by an indiscipline ?
- g) What do you mean by co-determination ?
- h) What is labour welfare ?
- i) State any two differences between adjudication and arbitration.
- j) Mention any two benefits provided to workers under ESI Act, 1948.
- k) State any two objectives of maintaining discipline.
- l) Define 'strike'.

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MANGALORE - 575 003

**SECTION – B (8 marks each)**

Answer **any five** questions.

**(8×5=40)**

2. Explain the functions of trade unions.
3. What are the objectives of labour welfare ?
4. Write a short note on suggestion scheme.
5. What are the objectives of worker's participation in management ?

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6. Describe the essential conditions for the success of collective bargaining.
7. What do you mean by 'Red-Hot-Stove Rule' ? What are its features ?
8. Why do the workers join trade unions ?

**SECTION – C (20 marks each)**

Answer **all** questions.

**(20×3=60)**

9. Define 'Industrial Disputes'. Describe the causes of industrial disputes.

OR

What are the features of trade union ? Discuss the important problems of trade unions in India.

10. Define 'Collective Bargaining'. Explain the collective bargaining process.

OR

What are the causes for grievances in an organization ? Explain the procedure for redressal of grievances.

11. a) Describe the main types of welfare facilities available to industrial workers.  
b) A supervisor was annoyed with one of his workers. He went to the shop floor and scolded him in public. The worker felt humiliated and complained to the manager. The manager called the supervisor and advised him that criticism ought to be levied in private and praise in public. The supervisor did not agree with this view and argued that if criticism was offered only in private, then, only the worker would know about it and since the others would not be aware, they would think that the misdeed had gone unfinished. Therefore, unless admonition is given in public, it will not have an effect on others, which is the maximum of discipline and punishment in an industry. On the other hand, manager said that if criticism was offered in public, it would demoralise the employee and demotivate him. Further a controversy might arise about the quantum of admonition given to the worker and a comparison may be made between him and another person.
  - i) With whom do you agree and why ?
  - ii) Due to the labour laws prevalent in India, the worker in the above case cannot be dismissed. Enumerate the steps which could be taken to increase motivation and reduce misdeeds in future.