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**BBMBMC 367**

**Credit Based VI Semester B.B.M. Degree Examination, April/May 2015  
(2012 Scheme)  
HUMAN RESOURCE MANAGEMENT – II (Elective)  
Industrial Relations and Labour Legislations**

Time : 3 Hours

Max. Marks : 120

**Note :** 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 'collective bargaining'.
- b) State any two objectives of CITU.
- c) What do you mean by 'wildcat strike' ?
- d) State any two causes of poor industrial relations.
- e) Mention any two preventive measures of industrial disputes.
- f) What do you mean by 'quality circle' ?
- g) Define 'workers' participation in management.
- h) What is adjudication ?
- i) State any two objectives of labour welfare.
- j) Mention any two important functions of welfare officer.
- k) What do you mean by 'autonomous work group' ?
- l) What do you mean by quality of work life ?

**SECTION – B (8 marks each)**

Answer **any five** questions :

**(8×5=40)**

2. What are the objectives of trade unions ?
3. Describe the essential conditions for maintaining congenial industrial relations in the present context.

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4. Explain the various benefits available to industrial workers under the ESI Act, 1948.
5. Briefly explain the measures for improving the Quality of Work Life (QWL).
6. What are the characteristics of collective bargaining ?
7. Explain the causes of indiscipline in modern industrial concerns.
8. What is code of discipline ? State the code of discipline principles.

**SECTION – C (20 marks each)**

Answer **all** questions :

**(20×3=60)**

9. Explain the important problems of trade unions in India. Suggest measures to remove these problems.

OR

What are the causes of industrial disputes ? Explain the role of conciliation officers in settlement of industrial disputes.

10. Briefly explain the advantages and disadvantages of workers' participation in management. Suggest measures for making workers' participation in management effective.

OR

What do you mean by labour welfare ? Describe the intra-mural and extra-mural welfare services provided to the employees in Indian industrial concerns.

11. a) Describe the collective bargaining process.
  - b) Suprabha Co. Ltd., Mangalore has recently changed its working hours from 9 a.m. to 5 p.m., to 8 a.m. to 4 p.m. As a result, the company has witnessed increasing cases of late attendance. In spite of oral warnings to the late comers, the problem still continued and to the surprise of the management, there were cases of deliberate late attendance. The organisation has only one trade union backed up by C.I.T.U. The top management is seriously thinking of taking some punitive measures to prevent this kind of late attendance which is leading to disruption of production schedules and indiscipline.  
As a HR manager what would be your suggestions to the top management to resolve this issue ?
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