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MBAS 511

Third Semester M.B.A. Degree Examination, April/May 2024

BUSINESS ADMINISTRATION

Employees Relations Management

Time : 3 Hours

Max. Marks : 70

SECTION – A

(Compulsory)

Answer to the question should **not** exceed **6** pages.

(1×15=15)

1. Discuss the role of tripartism bodies in strengthening industrial relations in India.

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SECTION – B

Answer **any five** questions. **Each** question carries **8** marks. Answer to the question should **not** exceed **5** pages.

(5×8=40)

2. Explain the different approaches to industrial relations.
3. What is negotiation ? Explain the procedure followed in negotiation, with a relevant example.
4. Explain the powers and duties of various grievance settlement authorities under the Industrial Disputes Act, 1947.
5. Describe the impact of employees code of discipline on organizational productivity.
6. Outline the importance of maintaining sound industrial relations in business organizations.
7. Explain various forms of Worker's Participation in Management and discuss their impact on industrial relations.
8. Explain the various provisions of Payment of Wages Act, 1936.

P.T.O.



SECTION – C
(Compulsory)

Answer to this question should **not** exceed **6** pages.

(1×15=15)

9. In 2019, US-based global hospitality company, Hilton Worldwide Holdings Inc. (Hilton), popularly known as Hilton Hotels, claimed the top spot in Fortune's 100 Best Companies to Work For list. Hilton, which was featuring on the list for the fourth time, had climbed up a remarkable 32 places in a year having featured at from 33rd position in 2018.

In a survey conducted by analytics firm Great Place to Work, the employees of Hilton said, "The Company invests in me and my team, and encourages an entrepreneurial approach to our work." Of the employees surveyed, 96% said they were treated well regardless of what position they occupied, while 98% saying that they felt welcome when they joined the company.

Hilton was founded by Conrad Hilton (Conrad). As a young boy, Conrad worked in his father's general store in Socorro County, New Mexico, US, which was later converted into a ten-room hotel. This was followed by Conrad donning diverse roles that included serving two terms in the New Mexico State Legislature. In 1917, he joined as a volunteer in the US Army during World War I. Eighteen months after his enrollment into the army he returned home and found that his father had died in a car accident. As a young man, he decided to move to Texas to seek his fortune. His plan was to buy a bank. Conrad had been staying at a little known hotel called Mobley Hotel at Cisco, Texas. He noticed several long queues of people waiting in front of the hotel looking for a room there. Most days the hotel did not have extra rooms and the erstwhile owner was so tired of the constant work that he did not even plan to expand. Conrad came up with a brilliant plan. He bought the 40-room Mobley Hotel in 1919.

Hilton employed a truly diverse workforce across a variety of positions from valet to cleaning personnel, restaurant servers, concierge providers, and managers. Each team member came with a different skill set that might or might not have a strong educational component to it. In spite of this, the entire workforce was a reflection of the hotel's hospitality culture. It did not matter whether the guest was staying at Hilton in San Francisco or Singapore – there was a consistency in the manner in which the staff interacted with the guest.

Over the years, Hilton had continued to grow and develop its HR Practices. The management kept its focus on the human aspect in order to become profitable. The team believed that the hotel was successful because it gave each of its team members a special work culture about caring for each other. The management felt that its continued focus on HR policies and practices had acted as a competitive advantage for them.

Questions for Discussion :

- Analyze the HR practices that made a company the best employer.
- Describe the interventions followed at Hilton.
- Do you think the interventions followed at Hilton.