



MB 117C(N)

**Third Semester M.B.A. Examination, September 2016
(New Scheme)
C – 17C : Elective : HR
INDUSTRIAL RELATIONS**

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **any five** sub-questions. **Each** question carries **3** marks. **(5×3=15)**
- What do you mean by code of discipline ?
 - What are the sources of grievance ?
 - Define Hot stove rule.
 - What is harmonious IR ?
 - List the essential skills for negotiation.
 - State the meaning of Domestic enquiries.
 - What is the principle of Natural Justice ?

SECTION – B

- Answer **any four** questions. **Each** question carries **5** marks. **(4×5=20)**
- Explain the nature and importance of The Trade Union Act, 1926.
 - State the Penalties for offences of trade unions.
 - Differentiate between industrial relations and employee relations.
 - Explain the role and importance of workers participation in Management.
 - What is Negotiations and explain the types of Negotiations ?
 - Explain the nature and scope of Industrial Disputes Act of 1947.

P.T.O.



SECTION – C

Answer **any three** questions. **Each** question carries **10** marks : **(3×10=30)**

8. Define industrial relations and explain its objectives and scope in detail.
9. Explain the challenges faced by the trade unions and state its rights and responsibilities.
10. What are the types of industrial conflicts and explain the causes and prevention of Industrial conflicts ?
11. Explain the importance and functions of collective bargaining and state its prerequisites.
12. Explain the importance of Work Life Balance and what are the measures and challenges for better quality work life ?

SECTION – D

13. **Case :** **(1×15=15)**

Raju manages the customer relations department of a public utility company. The department is responsible for replying to customer requests for information and to customer complaints. There are seven typists in the department who handle the correspondence to customers dedicated by the staff.

Raju recently promoted Bobby to office supervisor. Bobby had been a typist in the department for ten years. She was considered the fastest and most accurate typist who had ever worked for Raju. Bobby had the best attendance record in the department and Raju considered her his most dependable employee. She was very well liked by all the typists and they considered her to be a good personal friend.

As a supervisor Bobby does a good job of handling out work assignments, but she does little else to supervise the typists. She does not like to criticize the typists and does not enforce office rules. No matter what a typist does Bobby will not take any disciplinary action. She makes no attempt to check the work of the typists for compliance with quality standards or to see that work is completed



on time. In fact, she spends most of her time typing to reduce the work load of the other typists.

Raju has been receiving an increasing number of complaints from the department staff about the poor quality of the typing and about the slow turn around time for work. He has also received complaints about the typists taking excessively long coffee breaks and spending time on personal phone calls.

When Raju talked to the typists, they told him that Bobby frequently invites them to her house for dinner or to play bridge. It appears to Raju that the typists all like Bobby as a friend, but they are becoming concerned about her lack of supervisory skills. Raju mentioned to Bobby that she should focus her effort on improving the work of the typists. She replied, "These women are my friends and I don't feel right about cracking down on them".

- 1) Can an individual effectively manage a group and be a close personal friend with group members ?
 - 2) What should Raju do to ensure that the work of the typists will improve ?
 - 3) Should Bobby have been promoted to office supervisor ?
 - 4) If you were Bobby, what would you do ? Would you quit the supervisor's job ? Would you no longer be friends with the typists ?
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