



CBCS SCHEME

16/17MBAHR301

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Third Semester MBA Degree Examination, Dec2019/Jan.2020 Industrial Relations and Legislations

Time: 3 hrs.

Max. Marks:80

**Note: 1. Answer any FOUR full questions from Q1 to Q7.
2. Question No. 8 is compulsory.**

- 1
 - a. What is BATNA? (02 Marks)
 - b. What are the important sources of grievance? (06 Marks)
 - c. Discuss the principles of Hot Stove Rule. (08 Marks)
- 2
 - a. What do you mean by industrial relations? (02 Marks)
 - b. Briefly explain the different types of Negotiations. (06 Marks)
 - c. Explain the functions of Trade Unions. (08 Marks)
- 3
 - a. What is factory as per the Factories Act, 1948? (02 Marks)
 - b. Briefly discuss the different approaches of Industrial Relations. (05 Marks)
 - c. Discuss the different techniques of Negotiation. (08 Marks)
- 4
 - a. Define the term Craft Union. (02 Marks)
 - b. Briefly explain the participants of Industrial Relations. (06 Marks)
 - c. Bring out the essential conditions for the success of Collective Bargaining. (08 Marks)
- 5
 - a. Mention the various forms of Grievances. (02 Marks)
 - b. Discuss the objectives of Trade Union. (06 Marks)
 - c. Explain in detail the factors affecting Industrial Relations. (08 Marks)
- 6
 - a. What is wages, as per the Payment of Wages Act, 1936? (02 Marks)
 - b. Briefly explain the "Set off" and "Set on", under the Payment of Bonus Act, 1965. (06 Marks)
 - c. Explain the machinery for prevention and settlement of industrial disputes in India. (08 Marks)
- 7
 - a. Define Grievance. (02 Marks)
 - b. Describe the benefits provided under the ESI Act, 1948. (06 Marks)
 - c. Define disablement and briefly explain partial disablement and total disablement. (08 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

8 CASE STUDY [Compulsory]

Aravind is a Regional Personnel Manager (North) of Indian Steel Company (ISC). Indian Steel Company is an integrated steel manufacturer, that manufactures 5 million tones of finished steel per annum at its plant located at Jhrakhand. The finished steel products are then dispatched to the countrywide steel warehouses from where they are delivered to customers against orders.

The northern region of ISC has warehouses in the states of J&K, Harayana, Punjab, Himachal, Delhi and Rajasthan. These warehouses are managed by a Branch Manager and around 4) staff members. Every branch has a recognized union. The region is headed by a Regional Manager and Aravind reports to him administratively.

The Regional Manager calls Aravind and tells him that there is a need to extend the working hours from the existing seven hours to 8.5 hours. This is necessary because of increased competition and, therefore, need for a customer service better than competitors. He also wants to reduce the number of holidays in all the branches from the exiting 12 days to 4 days.

Questions :

- a. How do you propose that Aravind go about his talks? (04 Marks)
- b. Who are the people and agencies with whom he would need to interact? (04 Marks)
- c. What has forced this change? Can you identify the contextual factors here? (04 Marks)
- d. Do you think this move of the management is justified? Why? (04 Marks)

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