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Total Number of Pages: 01

MBA / MBAP

18MBA302C / 18PTMBA501C

3<sup>rd</sup>, 5<sup>th</sup> Semester Regular / Back Examination: 2021-22

EMPLOYEE RELATIONS

Branch: BA, FM, GM, HRM, IB, MBA,

MBA (M & F), MM / MBA(PT)

Max Marks: 100

Time: 3 Hours

Q Code: OF332

Answer Question No.1 (Part-I) which is compulsory, any eight from Part-II and any two from Part-III.  
The figures in the right hand margin indicate marks.

**Part- I**

- Q1 Only Short Answer Type Questions (Answer All-10)** (02×10)
- a) What do you mean by social dialogue? (2)
  - b) State the structure of ILO. (2)
  - c) Distinguish between settlement and award. (2)
  - d) Define individual dispute. (2)
  - e) What is the minimum number of members required for registration of a trade union? (2)
  - f) Write four challenges of employee relations. (2)
  - g) What do you mean by union security? (2)
  - h) Diagrammatically represent the structure of trade unionism. (2)
  - i) Define consent award. (2)
  - j) How radical approach will affect ER climate? (2)

**Part- II**

- Q2 Only Focused-Short Answer Type Questions- (Answer Any Eight out of Twelve)** (06×08)
- a) Define psychological contract and outline the process of psychological contract. (6)
  - b) Differentiate between industrial relations and employee relations. (6)
  - c) Briefly explain the different types of trade unions. (6)
  - d) Discuss the process of registration of a trade union. (6)
  - e) Define conciliation. Explain the process of conciliation. (6)
  - f) Define the term industrial dispute and discuss the various forms of industrial dispute. (6)
  - g) What steps should be taken to promote industrial harmony in Indian context? (6)
  - h) What obstacles restrict the growth of collective bargaining in India? (6)
  - i) Why do employee grievances arise? Suggest suitable steps to handle employee grievances. (6)
  - j) Briefly outline the purpose and contents of code of discipline. (6)
  - k) Briefly outline the role of tripartite bodies towards healthy labour-management relations. (6)
  - l) Distinguish between conventions and recommendations. (6)

**Part-III**

- Only Long Answer Type Questions (Answer Any Two out of Four)** (02×16)
- Q3** What steps do organizations need to take to develop an effective employee relations management framework? Discuss with examples. (16)
  - Q4** What are the functions of trade unions? Examine whether the trade unions in India have been able to fulfil these functions. (16)
  - Q5** Explain briefly the procedure of collective bargaining in an enterprise with which you are familiar. (16)
  - Q6** What are the major activities of International Labour Organization? Discuss the technical assistance of ILO to India. (16)