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BBABMC 367/BBMBMC 367

Credit Based VI Semester B.B.A./B.B.M. Examination, September 2022

(2012 Scheme)

HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Max. Marks : 120

Instruction : Follow the instructions carefully.

SECTION – A

(2 marks each)

1. Answer **any ten** questions in **two** or **three** sentences **each** : **(10×2=20)**

- a) Define Trade Union.
- b) What is quality circles ?
- c) What is extra mural services ?
- d) What is social security ?
- e) What is wild cat strike ?
- f) State two objectives of ILC.
- g) Define workers participation in management.
- h) What is labour welfare ?
- i) Write any two principles of “Red hot stove rule”.
- j) State any two causes for indiscipline.
- k) Name the political party supporting INTUC.
- l) What is meant by adjudication ?

P.T.O.



SECTION – B

(8 marks each)

Answer **any five** questions in **not** more than **two** pages **each** : (5×8=40)

2. What are the functions of trade union ?
3. Write a short note on suggestion scheme.
4. Explain the role of government in maintaining sound industrial relation.
5. What are the objectives of workers participation in management ?
6. Explain the measures for improving the quality of work life.
7. Explain the causes of industrial disputes.
8. What is code of discipline ? Explain the principles of code of discipline.

SECTION – C

(20 marks each)

Answer the following questions : (3×20=60)

9. Define industrial disputes. Describe the different machineries for settlement of industrial disputes.

OR

What are the features of trade union ? Discuss the important problems of trade unions in India.

10. Briefly explain the important methods of workers participation in management.

OR

Explain in detail different welfare services provided to the employees of Indian industries.



11. a) Describe the collective bargaining process. 10

b) Laxmi Engineering Ltd. is large scale engineering company situated in Thane. The nature of industry is such that a major strength of workers is coolies. There was a strike in the company. However the labour union leader Mr. Rao was coming every day on duty. But he was not allowing the workers to come to work who desired to come to work. The company was having severe problem of labour because the workers had a very strong union. After serious thought and consultation G. M. devised a method by which he could attempt calling off the strike.

The general manager some how persuaded Mr. Rao to call his relatives and appointed them as workers in the company. The newly appointed workers were not doing any work because of relationship with Mr. Rao. Thus proved inefficient Mr. Rao was terminated from the service. In this way strike was completely defeated as all old workers reported for their duty. This particular game plan served double purpose for general manager. 10

Questions :

- 1) Do you think tactics of general manager are beneficial for company in the long run ?
 - 2) Suggest an alternative method that adopted by the general manager to end the strike.
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