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**BBABMC 388**

**Choice Based Credit System Sixth Semester B.B.A. Degree  
Examination, September 2022  
(2021 – 22 Batch Onwards)  
Paper – II : HUMAN RESOURCE MANAGEMENT SPECIALISATION  
Industrial Relations and Labour Legislations (Course – II)**

Time : 3 Hours

Max. Marks : 120

**SECTION – A**

**(6 Marks each)**

Answer **any four** questions. **Each** question carries **six** marks.

**(4×6=24)**

1. What are the features of trade union ?
2. Explain the role of government in maintaining sound industrial relations.
3. Why worklife balance is needed ?
4. What are the functions of works committee ?
5. What are the consequences of stress ?
6. Distinguish between adjudication and arbitration.
7. What are the objectives of employee welfare ?

**SECTION – B**

**(12 Marks each)**

Answer **any four** questions. **Each** question carries **twelve** marks.

**(4×12=48)**

8. Explain the different approaches to Industrial relation.
9. Describe the functions of trade union.

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10. What are Quality circles ? Explain the merits and demerits of quality circles.
11. What is meant by employee indiscipline ? Explain the causes of indiscipline.
12. Briefly explain the causes of Grievances in an organisation.
13. Write a note on Workmen's Compensation Act.
14. What are the essential conditions for the successful working of workers participation in management ?

SECTION – C  
(24 Marks each)

Answer **any two** questions. **Each** question carries **twenty four** marks. **(2×24=48)**

15. Explain the causes for poor industrial relations. Suggest the remedial measures for strengthening industrial relations in India.
16. Define "Collective Bargaining". Describe the collective bargaining process.
17. Define "Industrial disputes". Explain the methods of settlement of Industrial disputes.
18. a) Explain the welfare services provided to the employees in industrial organisation. 12
- b) Case Study. 12

A well known business house started an industrial unit using new technology under the name of Royal Electronics. Their system of management in general was of the old type where everything was centralised on a personal level. However in case of new company, due to various factors like distance, time etc. the industry was allowed to develop an autonomus lines and was put in charge of a U.K. trained engineer.

Considering the various aspects the industry is progressing well. But due to the lack of adequate attention to labour and industrial relations, a strike occurred. It generated tension and fears among the executives which made several engineers and executives to leave their job. Even the labour officer felt insecure and left the job.



Finally the strike was resolved. But some workers were still under chargesheet. Their cases has been dealt by New labour officer. One day factory manager received a call from managing director to dismiss the labour officer immediately.

Manager tried to find out the reason but he could not. Infact managing director personally came and handed over the dismissal letter to labour officer. The labour officer was appointed by factory manager and so he went to the latter who said that he could do nothing now.

**Questions :**

- 1) What course of action you suggest for Factory Manager ?
- 2) How should the case of chargesheeted employees be dealt with ?

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