

ii.	Explain the role and responsibilities of a Welfare Officer in an industrial organization.	<b>4</b>	2	2	4
iii.	Describe the concept of labour welfare funds. How do they support the welfare of industrial workers?	<b>4</b>	2	1, 5	3
<b>Q.7</b>	<b>Case Study</b>				
	Alpha Manufacturing Ltd., a large public-sector company, has recently been facing several challenges related to industrial relations and employee welfare. The company's workforce is diverse, with employees from various socio-economic backgrounds. Over the past year, the company has encountered frequent industrial conflicts, including strikes and lockouts, primarily due to dissatisfaction with working conditions and delayed wage negotiations.				
	To address these issues, the management decided to hire a dedicated Industrial Relations Officer, Mr. Anil Deshmukh, whose primary role is to mediate between the employees and management. He introduced several initiatives to foster a harmonious work environment, such as improving safety provisions, providing counseling sessions to address workplace stress, and increasing employee participation in decision-making.				
	Despite these efforts, the company faces challenges in implementing effective grievance redressal procedures and ensuring consistent compliance with statutory welfare measures. Additionally, the trade union at Alpha Manufacturing is demanding better health and safety provisions, citing several recent workplace accidents and health issues among workers due to poor ventilation and exposure to harmful chemicals.				
(a)	Identify two key issues faced by Alpha Manufacturing Ltd. in terms of industrial relations. How could these issues impact the company's operations?	<b>3</b>	4	1, 5, 12	4
(b)	Describe the role of the Industrial Relations Officer in handling the challenges faced by Alpha Manufacturing. What specific actions has Mr. Anil Deshmukh taken to improve the workplace environment?	<b>3</b>	4	1, 5, 12	4
(c)	Discuss how Alpha Manufacturing Ltd. can improve its labour welfare measures to enhance employee satisfaction and reduce industrial conflicts. Suggest at least two measures based on the challenges highlighted in the case.	<b>4</b>	4	1, 5, 12	4

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**Total No. of Questions: 7****Total No. of Printed Pages: 4****Enrollment No.....****Faculty of Management Studies****End Sem Examination Dec 2024****MS5EH03 Industrial Relations & Employee Welfare**

Programme: MBA

Branch/Specialisation: Management / HR

**Maximum Marks: 60****Duration: 3 Hrs.**

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

		<b>Marks</b>	<b>BL</b>	<b>PO</b>	<b>CO</b>	<b>PSO</b>
Q.1	i. Which factor is NOT typically considered to influence Industrial Relations (IR)? (a) Economic conditions (b) Technological changes (c) Cultural diversity (d) Seasonal weather patterns	<b>1</b>	1	1,	1	5
	ii. The role of the Industrial Relations Officer is primarily to: (a) Handle financial reports (b) Manage employee recruitment (c) Promote harmonious relations between management and employees (d) Oversee product quality	<b>1</b>	1	1,	1	7
	iii. Which of the following is a primary aim of the International Labour Organization (ILO)? (a) To promote fair wages (b) To enforce labor laws globally (c) To promote social justice and industrial peace (d) To standardize labor costs	<b>1</b>	1	1,	2	3, 5
	iv. Which dispute resolution method involves a neutral third party facilitating a resolution between conflicting parties? (a) Conciliation (b) Adjudication (c) Arbitration (d) Litigation	<b>1</b>	1	1,	2	3, 5

[2]

- v. Which theory explains that workers join trade unions to express their discontent collectively?  
 (a) Economic theory    (b) Social theory  
 (c) Psychological theory    (d) Marxist theory
- vi. Collective bargaining refers to:  
 (a) The process of individual negotiations between employees  
 (b) A group negotiation between employees and employers for better terms  
 (c) A contract between two companies  
 (d) Bargaining with customers
- vii. Which of the following is NOT a statutory provision for workplace safety?  
 (a) Providing first-aid facilities  
 (b) Regular workplace inspections  
 (c) Offering free gym memberships  
 (d) Ensuring proper ventilation
- viii. Occupational diseases refer to:  
 (a) Common diseases found in any work environment  
 (b) Diseases that are a result of specific workplace exposures  
 (c) Seasonal illnesses that affect productivity  
 (d) Lifestyle diseases unrelated to work
- ix. Which of the following is a statutory welfare measure?  
 (a) Providing employee clubs  
 (b) Setting up canteen facilities  
 (c) Offering transportation subsidies  
 (d) Employee social gatherings
- x. A grievance procedure is designed to:  
 (a) Discipline employees for misbehaviour  
 (b) Address employee complaints and resolve them fairly  
 (c) Reduce salaries of underperforming employees  
 (d) Provide bonuses for employee performance
- Q.2**
- Define Industrial Relations (IR) and explain its significance in an organizational setting.
  - List and briefly explain two key factors that impact Industrial Relations in India.

**1**    1    1,  
              3,  
              5    2

**1**    1    1,  
              5    3

**1**    1    1,  
              11    3

**1**    1    1,  
              5    3

**1**    1    1,  
              5    3

**1**    1    1,  
              5    4

**2**    2    4,  
              5    1

**2**    2    4,  
              5    1

- iii. Compare the pre-independence and post-independence Industrial Relations policies in India. How have they evolved over time?

- OR iv. Discuss the role of an Industrial Relations Officer in managing employee relations and handling workplace conflicts. What skills are essential for this role?

- Q.3** i. Explain the role of negotiation in industrial dispute resolution. How does it differ from other forms of dispute resolution?

- ii. Describe the various types of industrial conflicts. Provide examples to illustrate each type.

- OR iii. Discuss the role of the International Labour Organization (ILO) in promoting industrial peace. How does it support dispute resolution processes in member countries?

- Q.4** i. What are the main objectives of trade unions in India? List and briefly explain any two.

- ii. Explain the concept of worker's participation in management. How does it impact industrial relations in India?

- OR iii. Discuss the problems faced by trade unions in India today. How do these challenges affect their effectiveness?

- Q.5** i. Define occupational hazards and provide an example relevant to industrial settings.

Attempt any two:

- ii. Explain two key safety provisions that employers must implement to prevent workplace accidents.

- iii. What are the primary causes of industrial accidents? Briefly discuss any two.

- iv. How can counselling help in addressing the psychological problems faced by industrial workers?

- Q.6**
- i. Attempt any two:

- ii. Discuss the importance of statutory welfare measures in promoting employee well-being. Provide two examples.

[3]

**4**    3    4,  
              5    1

**4**    2    1,  
              5,  
              11,  
              12

**3**    2    1,  
              12    2

**5**    3    1,  
              5,  
              12    2

**5**    2    5,  
              12    2

**3**    2    9    4

**5**    2    9    3

**5**    3    9    3

**2**    2    9,  
              12    3

**3**    2    9    3

**3**    2    9    3

**3**    3    8,  
              12    4

**4**    2    11    3

### Marking Scheme

#### MS5EH03 (T) Industrial Relations & Employee Welfare (T)

Q.1	i) <b>D) Seasonal weather patterns</b>	1
	ii) <b>C) Promote harmonious relations between management and employees</b>	1
	iii) <b>C) To promote social justice and industrial peace</b>	1
	iv) <b>A) Conciliation</b>	1
	v) <b>D) Marxist theory</b>	1
	vi) <b>B) A group negotiation between employees and employers for better terms</b>	1
	vii) <b>C) Offering free gym memberships</b>	1
	viii) <b>B) Diseases that are a result of specific workplace exposures</b>	1
	ix) <b>B) Setting up canteen facilities</b>	1
	x) <b>B) Address employee complaints and resolve them fairly</b>	1

Q.2	i. Definition: 1 mark Significance: 1 mark	2
	ii. Two key factor 2 marks	2
	iii. Key differences: 2 marks Evolution over time: 2 marks	4
OR	iv. Key responsibilities: 2 marks Essential skills: 2 marks	4

Q.3	i. Role of negotiation: 2 marks Difference from other methods: 1 mark	3
	ii. Identification of types: 3 marks Examples: 2 marks	5
OR	iii. Key functions of ILO: 3 marks Support for dispute resolution: 2 marks	5

Q.4	i. List of objectives: 1 mark each for any two (2 marks) Brief explanation: 1 mark	3
	ii. Definition and importance: 2 marks Impact on industrial relations: 3 marks	5
OR	iii. Identification of problems: 2 marks	5

Q.5	i. Definition: 1 mark Example: 1 mark	2
	ii. Identification of provisions: 1 mark each for any two (2 marks) Brief explanation: 1 mark	3
	iii. Identification of causes: 1 mark each for any two (2 marks) Brief discussion: 1 mark	3
OR	iv. Important role of counselling to address the problem	3

Q.6	i. Importance: 2 marks Examples: 2 marks	4
	ii. Identification of roles: 2 marks Responsibilities: 2 marks	4
	iii. Explanation of concept: 1 mark Support for workers: 3 marks	4

Q.7	Case Study (3 Marks)	3
	Identification of key issues: 2 marks Impact on operations: 1 mark	3
	(3 Marks) Role of the Industrial Relations Officer: 1 mark Specific actions taken: 2 marks	3

Q.7	(4 Marks) Suggested measures for improving welfare: 2 marks each for any two suggestions.	4
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