

Q.5	i. How do industrial disputes impact the productivity and stability of organizations?	2	2	4	1,2,4
	ii. Elaborate on the methods for the settlement of industrial disputes, such as conciliation, mediation, and arbitration. Highlight their processes and outcomes and provide examples of situations where each method may be appropriate.	8	2	4	1,2,9 ,12
OR	iii How can employers, employees, and government authorities collaborate to prevent and resolve industrial disputes effectively? Discuss the importance of cooperation and mutual understanding in the context of labour relations and dispute resolution.	8	3	4	1,2,9
Q.6	Attempt any two:				
	i. Analyse the significance of employee safety in the workplace, with a focus on the prevention of accidents and injuries. How can safety measures and protocols improve workplace conditions and protect employees?	5	3	5	1,2,5
	ii. Define occupational hazards and provide an example of a common hazard in a specific industry. Discuss the legal and ethical responsibilities of employers in addressing these hazards.	5	2	5	1,2,5
	iii Trace the historical development of labour welfare in India, highlighting key milestones and changes over the years. What societal and economic factors have influenced the evolution of labour welfare in the country?	5	3	5	1,2,5

*Total No. of Questions: 6**Total No. of Printed Pages: 4***Enrollment No.....**

Knowledge is Power

Faculty of Management Studies
End Sem Examination Dec 2024

MS3EH01 Industrial Relations

Programme: BBA

Branch/Specialisation: Management

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

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.

Marks	BL	CO	PO	PSO
1	1	1	1,2	
1	1	1	1,2	
1	2	2	1,2	
1	2	3	1,2	

Q.1 i. Who are the main participants in Industrial Relations (IR)?

- (a) Customers and suppliers
- (b) Employers, employees, and government
- (c) Shareholders and creditors
- (d) Managers and consultants

ii. What is the role of a trade union in the context of industrial relations?

- (a) Representing employers' interests
- (b) Advocating for government policies
- (c) Advocating for employees' rights and interests
- (d) Providing financial assistance to businesses

iii In the context of grievances, what is the primary purpose of a grievance procedure?

- (a) Identifying the culprits responsible for grievances
- (b) Eliminating grievances entirely
- (c) Providing a structured process for addressing and resolving employee complaints
- (d) Punishing employees who file grievances

iv. What type of discipline aims to prevent rule violations through training and awareness?

- (a) Corrective discipline
- (b) Positive discipline
- (c) Reactive discipline
- (d) Punitive discipline

	[2]		[3]
v. What is the primary goal of workers' participation in management?	1	2 3 1,2	Q.2 i. Why are industrial relations important for organizations? 2 2 1 1
(a) To increase employer control (b) To reduce worker satisfaction (c) To discourage employee input (d) To enhance employee decision-making and involvement			ii. What are some common problems faced by trade unions? 3 2 1 1
vi. What is the primary purpose of collective bargaining?	1	2 3 1,5,1 1	iii Identify the key factors that motivate employees to join trade unions. Highlight the common challenges and issues faced by trade unions in contemporary workplaces. 5 2 1 1,2,5
(a) Promoting management's interests (b) Negotiating exclusively with labour unions (c) Reaching mutually agreeable terms and conditions of employment (d) Enhancing worker isolation			OR iv. Discuss the potential impact of technological advancements and automation on industrial relations. 5 3 1 2,1,1 2
vii Which of the following is a common method for preventing industrial disputes in organizations?	1	2 4 1,5,1 1	Q.3 i. What is an act of indiscipline? Why is it a concern for organizations? 4 2 2 1,2,3
(a) Avoiding negotiations altogether (b) Effective grievance handling and resolution (c) Ignoring employee concerns and grievances (d) Encouraging divisive tactics			ii. Share examples of best practices in managing discipline and handling employee grievances in organizations. What are some success stories that highlight the benefits of proactive management in these areas? 6 3 2 1,2,3
viii What are the common forms of industrial disputes in the workplace?	1	2 4 1,5,1 1	OR iii Explain the interconnection between discipline and grievances. How does an effective discipline system help prevent grievances? How do grievance procedures contribute to maintaining discipline in the workplace? 6 2 2 1,2,3
(a) Friendly negotiations and teamwork (b) Productive employee-management relations (c) Regular staff meetings and brainstorming sessions (d) Strikes, lockouts, and work stoppages			
ix. Which of the following best defines occupational hazards?	1	2 5 1,11	Q.4 i. What are the essential conditions for successful collective bargaining? 4 2 3 1,2,5
(a) Unsafe conditions or factors that may harm employees (b) Safe and beneficial workplace conditions (c) Situations that enhance employee productivity (d) Employee isolation from job responsibilities			ii. How can collective bargaining and workers' participation in management, complement each other in improving labour-management relations and organizational performance? Discuss the potential synergies between these two approaches. 6 3 3 1,2,5
x. Which of the following is an essential component of a labour welfare policy?	1	2 5 1,11	OR iii Describe the process of collective bargaining, outlining the key stages from preparation and negotiation to agreement and implementation. How does this process facilitate the resolution of disputes and the establishment of labour agreements? 6 2 3 1,2,5
(a) Minimizing employee benefits (b) Prioritizing worker isolation (c) Promoting a safe and healthy work environment (d) Eliminating job security			

Marking Scheme

MS3EH01 (T) Industrial Relations (T)

Q.1	i) b) Employers, employees, and government	1	OR	iii. Describe the process of collective bargaining, outlining the key stages from preparation and negotiation to agreement and implementation. How does this process facilitate the resolution of disputes and the establishment of labour agreements? $2+2+2=6$	6
	ii) c) Advocating for employees' rights and interests	1			
	iii) c) Providing a structured process for addressing and resolving employee complaints	1			
	iv) b) Positive discipline	1			
	v) d) To enhance employee decision-making and involvement	1			
	vi) c) Reaching mutually agreeable terms and conditions of employment	1			
	vii) b) Effective grievance handling and resolution	1			
	viii) d) Strikes, lockouts, and work stoppages	1			
	ix) a) Unsafe conditions or factors that may harm employees	1			
	x) c) Promoting a safe and healthy work environment	1			
Q.2	i. Why are industrial relations important for organizations? $1x2=2$	2	Q.5	i. How do industrial disputes impact the productivity and stability of organizations? – As per explanation	2
	ii. What are some common problems faced by trade unions? $1x3=3$	3		ii. Elaborate on the methods for the settlement of industrial disputes, such as conciliation, mediation, and arbitration. Highlight their processes and outcomes, and provide examples of situations where each method may be appropriate. $3+2+3=8$	8
	iii. Identify the key factors that motivate employees to join trade unions. Highlight the common challenges and issues faced by trade unions in contemporary workplaces. $2.5x2=5$	5			
OR	iv. Discuss the potential impact of technological advancements and automation on industrial relations. – As per explanation	5	OR	iii. Employers, Employees, and Government Authorities collaborate to prevent and resolve industrial disputes effectively?	8
Q.3	i. What is an act of indiscipline, and why is it a concern for organizations? $1+3=4$	4	Q.6	Importance of cooperation and mutual understanding in the context of labour relations and dispute resolution. $3+2.5x2=8$	
	ii. Share examples of best practices in managing discipline and handling employee grievances in organizations. What are some success stories that highlight the benefits of proactive management in these areas? $4+2=6$	6			
OR	iii. Explain the interconnection between discipline and grievances. How does an effective discipline system help prevent grievances, and how do grievance procedures contribute to maintaining discipline in the workplace? $1+2+3=6$	6			
Q.4	i. What are the essential conditions for successful collective bargaining? $1x4=4$	4		Attempt any two:	
	ii. How can collective bargaining and workers' participation in management complement each other in improving labour-	6	i.	Analyse the significance of employee safety in the workplace, with a focus on the prevention of accidents and injuries. How can safety measures and protocols improve workplace conditions and protect employees? $2.5x2=5$	5
			ii.	Define occupational hazards and provide an example of a common hazard in a specific industry. Discuss the legal and ethical responsibilities of employers in addressing these hazards. $2.5x2=5$	5
			iii.	Trace the historical development of labour welfare in India, highlighting key milestones and changes over the years. What societal and economic factors have influenced the evolution of labour welfare in the country? $2.5x2=5$	5
