

RM3E1023

54 BMS
HR 2020
ERW

[Duration: 2 ½ hrs.]

Marks: 75

Note: 1. All questions are compulsory

2. Figures to the right indicate full marks

Q1 A] Fill in the blanks with an appropriate answer from the alternatives given (Any Eight). [08]

1. _____ can be defined as being about the relationship between workers & their organization.
a. Employee relations b. Employer welfare c. Employer relation d. Worker participation
2. Conciliation is a form of _____.
a. Mediation b. Adjudication c. Arbitration d. Standing orders
3. _____ consists of settling disputes through intervention by the third party appointed by the government..
a. Conciliation b. Voluntary Arbitration c. Adjudication d. Mediation
4. Collective bargaining is _____ process.
a. One way b. Single Way c. Two ways d. Multiple ways
5. In _____, one party's gain is another party's loss.
a. Integrative bargaining b. Distributive bargaining
c. Attitudinal structuring d. Intra - organizational bargaining
6. Factories act, 1881 is applicable to factories with not less than _____ workers working more than 4 months during a year.
a. 200 b.100 c. 150 d. 500
7. _____ lays down the procedures for the settlement of industrial disputes.
a. Minimum Wages Act b. Payment of Wages Act
c. Industrial Disputes Act, 1947 d. Payment of Bonus Act
8. _____ involves shaping and reshaping some attitudes like trust or distrust, friendliness or hostility between workers and management.
a. Attitudinal Structuring b. Integrative bargaining
c. Distributive bargaining d. Intra - organizational bargaining
9. _____ is the attitude, beliefs, perceptions and values that employees share in relation to safety in the workplace.
a. Work culture b. Work Environment c. Safety Culture d. Working Conditions
10. WPM may exist at _____ levels of management.
a. First b. Second c. Third d. All

B] State whether the following statements are True or False (Any Seven) [07]

1. Grievance Redress Mechanism is part & parcel of the machinery of any administration.
2. Fayol advocated humanistic approach.

3. A joint council shall meet at least once in a quarter.
4. Negotiating teams does not have a problem solving & positive attitude.
5. Exercising is a way to increase your productivity.
6. Labour welfare means efforts to make life worth living for workers.
7. Works committee deals with matters of day-to-day functioning at the shop floor level.
8. Leaders must be guardian of all employees.
9. Decisive participation is the highest level of workers participation in management.
10. A healthy industrial relation is key to the success of an industry & economy.

Q2a] "HR plays an important role in employee relations". Explain. [08]

b] Explain the need of collective bargaining. [07]

OR

Q2p] Define employee relations. State the ways to improve employee relations. [08]

q] Discuss the collective bargaining strategies. [07]

Q3a] Discuss the need of employee welfare? [08]

b] Brief the various approaches to employee welfare in India. [07]

OR

Q3p] What is employee welfare? Explain the concept: Policing theory & Trusteeship theory. [08]

q] State the types of welfare services. [07]

Q4a] State the various welfare activities undertaken by central government and state government. [08]

b] Explain the need for women welfare. [07]

OR

p] Explain social hazard management [08]

q] What are the measures to create healthy work environment? [07]

Q5a] State the different forms of participation. [08]

b] What are the ways of handling employee grievances effectively? [07]

OR

Q 5p] Write short notes on: (Any Three) [15]

1] Scope of employee relations.

2] Principles of labour welfare.

3] Special provision related to women as per Factories Act 1948.

4] Levels of WPM.

5] Causes of Employee Grievance.
