

Faculty of Management

JAMIA HAMDARD

Examination: - BBA 2nd Year Semester IV

Industrial Relations (Paper no BBA-H-103)

Time: - 3 Hours

Max. Marks: - 75

Section A

Attempt any SIX. All carries equal marks. (6x5) = 30

1. Considering different definitions attributed to industrial relations, which definition in your opinion is most appropriate in the current context of global organizations. Also explain scope of industrial relations.
2. In current day scenario, what according to you are the necessary values for a healthy industrial climate?
3. Explain meaning and objectives of Trade unions in India.
4. Analyze structure of Trade unions in India.
5. Explain the concept and principles of Code of Discipline.
6. What are the major causes of Industrial Dispute
7. Describe the structure of ILO.
8. What is the concept and features of Negotiation?
9. Explain the concept of workers participation in management.

Section B

Attempt any THREE Questions, all carries equal marks (3x15) =45

1. (a) Explain the role of the different participants in Industrial relations system. (5 Marks)
(b) Taking into consideration different perspective explain in detail approaches to Industrial relation. (10 Marks)
2. (a) What are the functions of trade unions? Examine whether the trade unions in India have been able to fulfil these functions. (7 Marks)
(b) Explain in detail various theories of trade unionism. (8 Marks)

3. (a) What is Grievance procedure? Schematically explain the Model Grievance Procedure. (7 Marks)
(b) Explain in detail various methods of settlement of Industrial disputes in India. (8 Marks)
4. (a) What is Collective Bargaining? (5 Marks)
(b) Process of Collective Bargaining. (5 Marks)
(c) Emerging trends in Collective Bargaining. (5 Marks)
5. (a) Explain Tripartism in India's Industrial Relations System. (7 Marks)
(b) What are Bipartite Bodies? Explain different forms of Bipartite bodies. (8 Marks)
6. Changes in Shift Timings

Mritunjay Sahay is the regional manager (HR), Northern Region, for an FMCG company with its corporate office at Mumbai. The total employee strength of the company is 5500, spread all over India. The Northern region has 1200 employees spread over 6 depot offices located in Patiala, Gurgaon, Jaipur, Gwalior, Delhi and Kanpur. Each depot has around 150 employees. The depot mostly comprise warehouse operations i.e., receipt, storage and dispatch of products. The depots operate in two overlapping shifts. The regional operations manager wants to introduce three shifts working at the depots without any addition of manpower. Each depot has a recognized union. Mritunjay Sahay finds it to be a daunting task. He has approached the unions, but has been warned by them not to press for change. Today, in his morning correspondence, he has received a letter from Patiala union, announcing their intention to go on strike if the management went ahead with the proposal to make changes in shift timings.

Questions:

- (a) Can the management introduce the proposed changes? How? (7 Marks)
- (b) What is the role of each participant of "settlement machinery" in resolving this dispute? (8 Marks)