

**Code No: MB194A3/R19**

**MBA IV Semester Regular/Supplementary Examinations, May-2024**

**EMPLOYEE RELATIONS AND ENGAGEMENT**

**Time: 3 Hours**

**Max. Marks: 75**

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*Answer Any FIVE Questions, one from each unit  
Question No. 11 is Compulsory*

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**UNIT-I**

1. a) Discuss the evolution of industrial relations and current developments in India. [6M]  
b) Define Industrial Relations and explain its determinants. [6M]

**(OR)**

2. a) Write a note on the recent trends in Industrial Relations. [6M]  
b) Discuss the fundamental concepts defined in the IR framework. [6M]

**UNIT-II**

3. a) What are the techniques and skills required for negotiating? [6M]  
b) What is the aim of trade union movement in India? [6M]

**(OR)**

4. a) What are the features of Trade Union Act, 1926 [6M]  
b) Explain Characteristics of early Trade Unions and their Leadership. [6M]

**UNIT-III**

5. a) Present an overview of grievance redressal machinery in India. [6M]  
b) What is the role of E-Governance in addressing public grievances? [6M]

**(OR)**

6. a) Explain the causes of indiscipline at workplaces. [6M]  
b) Describe the types and stages of indiscipline. [6M]

**UNIT-IV**

7. a) What is meant by industrial disputes? Explain the types of industrial disputes. [6M]  
b) What are the features of Industrial Disputes Act, 1947? [6M]

**(OR)**

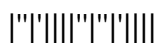
8. a) What is the prevention and settlement machinery for industrial disputes in India? [6M]  
b) Discuss the role of Labor Court and Tribunals in resolving the industrial disputes. [6M]

**UNIT-V**

9. a) Elucidate the essentials of employee engagement. [6M]  
b) State the employee engagement strategies for a better workplace environment. [6M]

**(OR)**

10. a) What are the drivers of employee engagement? [6M]  
b) What are tools to measure employee engagement and increase business performance? [6M]



**11. CASE STUDY**

[15M]

S.K. Ltd is an electronic company with production units in five different locations in India operating for more than 2 years. The company employs a total of about 15,000 workers and other supervisory and managerial employees. There are 3-5 trade unions each in each of the units, and on an average 10 - 15 per cent of the workers are actively involved in trade union work, though most workers pay the nominal union subscription. The leaders of the unions are a combination of outsiders and inside workers, though decision - making in the unions is often dictated by politically motivated external reasons.

In the past, S.K. Ltd had to face difficult industrial relations situations leading to three major strikes lasting for more than two weeks each. All the three strikes had started soon after the company had signed an agreement with one of the unions and invariably the strike was ended by the intervention of the Labor Commissioner who was able to bring all the unions of the concerned unit together for a settlement. The current agreement in one of the units is coming to a close in December this year.

**Questions:**

- i. In what respect can political leadership of trade unions jeopardize industrial peace?
- ii. How do multiple unions in a plant disturb industrial relations and peace?
- iii. Suggest suitable measures for improving the industrial relations climate in the company.

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