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**Presidency University**

**Bengaluru**

**SCHOOL OF MANAGEMENT**

**MAKE UP EXAMINATION – SEPTEMBER 2023**

**Date**: 30/09/2023

**Time**: 9.30AM to 12.30PM

**Max Marks**: 100

**Weightage**: 50 %

**Course Code**: BHR 101

**Course Name**: Industrial Relation and laws

**Program**: BBA.

**Instructions:**

1. *Read the all questions carefully and answer accordingly.*

**Part A [Memory Recall Questions]**

**Answer all the Questions. Each Question carries 3 marks. (10Qx 3M= 30M)**

1. Workers participate in management is not …………..but through their …………… ( CO1, Knowledge)

a) Individual, Representatives b. Workers, Supervisors c)Employees, Management d)Individuals, Agents

2. Gratuity is paid to the employee for every completed year of service or part thereof in excess of six months at the rate of 15 days’ wages based on last drawn wages by the employee. While calculating the 15 days’ wages, the number of working days in a month are taken as\_\_\_\_\_\_\_\_ ( CO2, Knowledge)

a) 30 b)31 c)15 d)26

3. All of the following statements are true about communication in the workplace EXCEPT ( CO1, Knowledge)

1. Employees need to be informed of what's going on with the company and how it might affect their jobs.
2. Communication can be carried out through formal means, such as newsletters and satisfaction surveys, or informal means, such as day-to-day contact between support staff and management.
3. Employees are not stakeholders in the business and do not have a right to know about management's plans.
4. Communication is an important way to ensure good relationships between employers and employees.

4. Government has been doing their best to protect the rights of the workers in various sectors to ensure financial, social benefits to them. As per the recent amendment of social security code benefits such as ESI and insurance is also applicable for platform, Gig and contract workers ( CO4, Knowledge)

a) True b) False

5. Employer and employee are equally responsible towards health and safety at workplace, hence employer communicates about the precaution to be taken care at work in the form of ………………….. and …………….. the details of the materials to be used at work (CO3, Knowledge)

a) Email, list b) Manual, circulate c) Training, direct d) Manual , Label

6. Motivation is a driving factor for an individual to perform better at work, hence employers usually appreciate employees in the form of monetary and non-monetary rewards. Component of a salary which is paid by the employer mainly on the basis of the performance at work is called as

a) Variable pay b) Contingency pay c) Commission d) Bonus ( CO2, Knowledge )

7. Which of the following is not an objective of industrial relation ( CO1, Knowledge)

1. To enhance economic status of the workers
2. To settle the dispute with workers neighbour
3. To regulate the production by minimising the conflict
4. to provide an opportunity to the worker to have a say in the management decision

8. Trade union is formed in the organization for protect the rights and ensure benefits to the employees as many a times management could be self-centric by not considering minimal demands of the organization. But on ethical grounds trade union should not engage in the following acts expect for ( CO1, Knowledge)

1. Presenting fair and feasible demands of employees considering benefit of both the parties
2. Provoke employee to go on strike
3. Instigate employees to slow down the work
4. Engage in acts that can damage employer property

9. Provident fund main objective is to ensure financial saving to the employee for which equal contribution is done from the employer as well as employees associated with a company. Earlier employee was permitted to withdraw the provident fund amount only with the consent of the employer but post COVID19 employee is authorized to withdraw the amount through EPF app even without the consent of employer ( CO2, Knowledge)

a) True b) False

10. Employees are authorized to demand for their rights from the employer on the aspects of salary, bonus and various benefits related to work. When the employer denies to provide the benefits to employees they are authorized to go on strike. There are various types of strike few are legal and some forms of strike are not accepted by the law except for ( CO2, Knowledge)

a) Gherao b)Economic strike c)Strike with 4 days’ notice d) Immediate strike

**Part B [Thought Provoking Questions]**

**Answer all the Questions. Each Question carries 8 marks. (5Qx8M=40M)**

1. Employer, Employee and management of the company are like pillars of an Organization hence it is important to ensure that they share an amicable relationship at workplace. Central and state government have introduced various acts to ensure cordial industrial relation and has also been amending it with the changing trends in various industries. Elaborate on roles played by Management and Trade union of a company to ensure harmonious industrial relation. ( CO1, Comprehension)
2. It is important for the employer to appreciate the employee’s efforts towards the organization, companies usually do it by extending their gratitude in the form of monetary or non-monetary benefit. Bonus is a form monetary benefit given to the employee. Explain the benefits of providing bonus to employees and describe various types of bonus paid by the employer. ( CO2, Comprehension)
3. Women employees need certain additional benefit compared to their male counterpart and to ensure the same central government has articulated the maternity benefit act to support and provide benefit to the women employees during their pregnancy and also for postpartum period to help them cope up with their medical condition. Explain the maternity benefit act and provision that come within the purview of maternity act. ( CO2, Comprehension)
4. An employee will be able to take care of his or her living, basic expenditure, bare medical expenses during their employment period as they receive stable income in the form of monthly salary. But an individual may not be able to do the same after their retirement or post discontinuation of their service. Hence it is not only the responsibility of the employee but also employer to extend their help to ensure financial stability to the employee. Government has introduced the provident fund act in which employer and employee equally contribute towards PF account so that the amount can be utilized or withdrawn by the employee post their retirement, when they are unemployed or even in case of medical emergency in the family. Explain Employee provident fund act, benefit of this act and conditions applicable to avail the benefits related to the act ( CO4, Comprehension)
5. Employers focus on employee satisfaction by providing various work related facilities and also better pay package as employee’s performance will have a direct impact on company’s productivity. workforce of the company may not be happy with the facilities and salary revision provided by the employers for which they usually initiate discussion to ensure fulfilment of their demand and may go on strike as a last resort to influence the employer to agree to their condition. What do you mean by strike, explain various type of strike? Elaborate the procedure to be followed by employees before declaring strike. ( CO2, Comprehension)

**Part C [Problem Solving Questions]**

**Answer all the Questions. Each Question carries 15 marks. (2Qx 15M=30M)**

1. In a company X, union had given a proposal to the management for a 20 % hike in the wages. The collective bargaining process was still going on.

The Industrial relations manager was clever, so he called for an immediate meeting with the union. He tried to put the state of affairs in front of the union and asked them to find a solution. This is what he presented to the union: a. The input prices (cost of raw material, electricity, water etc) have gone up by 10 % b. Due to competition the company has to reduce the product price by 10% c. At the same time the shareholders are also expecting 5 % more returns from the existing 15 % + 5 % = 20% The IR manager puts forward the above circumstances in front of the union and asked them to give a solution.

**Answer the question**

* How to develop a strategy to respond this situation? (7.5 marks) ( CO1, Application )
* What are the areas that you can explore to find an answer? (7.5 marks) ( CO5, Application )

1. In a multinational company (MNC) the collective bargaining process was going on. The union puts up its demands to the management. But the management also had some issues to place before the unions. They said that they would consider the demands of the union only if the union is ready to make some compromise. The MNC was catering to the markets of USA and Europe. At the same time, they had 50% dependence on domestic market. But due to Global Financial Crisis, the rest 50% export orders were affected. From 50%, it has gone down to 10%, a reduction of 40%. This is a grave situation indeed. The company may not survive only with the domestic market. So, the management made a request to the Union that they are ready to listen to the demands of the Union, only when they fulfill either of the following conditions: Reduce manpower by 20 % or Reduce wages to meet the slack in demand.

**Question:**

* What should be response of the Union to such demands? (7.5 marks) ( CO2, Application)
* Can you suggest some alternative and fruitful solution to this demand? (7.5 marks) ( CO3, Application)