

Code No: **24BA4T5HB****II MBA - II Semester - Regular Examinations – JUNE 2026****INDUSTRIAL RELATIONS AND ENGAGEMENT**

Duration: 3 Hours

Max. Marks: 70

- Note: 1. This question paper contains two Parts: Part-A and Part-B.
 2. Part-A contains 5 essay questions with an internal choice from each unit.
 Each Question carries 12 marks.
 3. Part-B contains one Case Study for 10 Marks.
 4. All parts of Question paper must be answered in one place

BL – Blooms Level

CO – Course Outcome

PART - A

			BL	CO	Max. Marks
<u>UNIT – I</u>					
1.	a)	Describe the framework of the Industrial Relations system and discuss its key components.	L2	CO1	6 M
	b)	Explain the impact of globalization on Industrial Relations in India.	L2	CO1	6 M
OR					
2.	a)	Discuss the recent trends and emerging issues in Industrial Relations at national and global levels with suitable examples.	L2	CO1	6 M
	b)	What are the major factors influencing Industrial Relations in an enterprise?	L1	CO1	6 M
<u>UNIT – II</u>					
3.	a)	Explain the concept and importance of Trade Union recognition.	L2	CO2	6 M

	b)	Discuss the principles of Collective Bargaining.	L2	CO2	6 M
OR					
4.	a)	Explain the major problems faced by Trade Unions in India?	L2	CO2	6 M
	b)	Explain the concept of Employees' Associations and their role in organizations with suitable examples.	L2	CO2	6 M
<u>UNIT-III</u>					
5.	a)	Define employee grievance and explain the common causes of grievances in an organization.	L2	CO3	6 M
	b)	Explain the concept and objectives of Standing Orders in industry.	L2	CO3	6 M
OR					
6.	a)	Differentiate between employee grievances and indiscipline in the workplace.	L2	CO3	6 M
	b)	What is the Code of Discipline? Discuss its significance in maintaining good industrial relations.	L2	CO3	6 M
<u>UNIT – IV</u>					
7.	a)	Discuss the scope of industrial disputes in industrial relations.	L2	CO4	6 M
	b)	Describe the economic and social consequences of industrial disputes.	L2	CO4	6 M
OR					
8.	a)	Discuss the various methods for the settlement of industrial disputes in India.	L2	CO4	6 M

	b)	Explain the role of government in the prevention and settlement of industrial disputes in India.	L2	CO4	6 M
<u>UNIT – V</u>					
9.	a)	Explain the methods used to measure employee engagement in an organization.	L2	CO5	6 M
	b)	Explain the role of managers in engaging employees and maintaining a positive work environment.	L2	CO5	6 M
OR					
10.	a)	Discuss various strategies to improve employee engagement in modern organizations.	L2	CO5	6 M
	b)	Describe the different levels of employee engagement among employees.	L2	CO5	6 M

PART – B

	CASE STUDY	L3	CO2	10 M
11.	Mr. Kishore, a mechanic has been working in a light engineering company for the last 20 years. The company is manufacturing balls and bearings to be used for automobile firms. He has a firm belief in unionism and joined a union in 2006. He was having a strong hold over the workers. He was also the representative of his department and most of the time was involved with union activities. In the year 2007, he had some serious differences with his fellow workers on certain ideological ground. In a dispute with his workers, he was badly injured and hospitalised for many days. Because of this development, the management suspended Kishore for a year. In the meantime, there was a			

thorough investigation by the management. After thorough investigation, management was able to find out the real cause of the clash. There was tremendous pressure from the union to reinstate him. So Kishore was reinstated in the company in January 2008. In the middle of 2008, a second union came into existence in the company and this become the most powerful union by the end of September 2008. However, Kishore continued with his old union. Though Kishore joined his duty but could not have the same level of performance as he used to have before his suspension. When he was asked by his supervisor, Mr. Vora to explain as to why his performance has been declining, Kishore said, “that he is unable to sit for long time because of backache”. Mr. Vora tried to motivate him to improve his performance but of no use. Since Kishore was appointed on the recommendation of Mr. R.K. Gupta, a very senior officer of the department, Mr. Vora told him the whole story. Then they sat together and decided to transfer Mr. Kishore to the sales department. It had no effect on Kishore’s performance. Gradually, he was becoming obstinate and it was as if he was planning to have a war with the organisation. However, the head of sales department reported his unusual behaviour with the customers and frequent absence from the counter to the top management. Now top management is considering to transfer him back to his original department.

Questions :

- i) What is problem in the case?
- ii) How would you justify Kishore’s transfer?
- iii) What is to be done to get the best out of the person?