



MBA DEGREE EXAMINATIONS: NOV /DEC 2024

(Regulation 2021)

Second Semester

MASTER OF BUSINESS ADMINISTRATION

P21MBE0169: Industrial Relations

COURSE OUTCOMES

- CO1:** Explain the basic knowledge of the Indian Industrial Relations System and its distinctive features
- CO2:** Describe the Role of Trade Union and outline the causes and effects of Industrial Disputes
- CO3:** Outline the various components involved in the economic, political and social circumstances governing industrial relations

Time: Three Hours

Maximum Marks: 100

PART A (6Q x 5 Marks = 30 Marks) Answer All Questions

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| 1 | What are the causes and effects of poor industrial relations in India? | CO1 [K ₁] |
| 2 | Explain the reasons for employees joining as members of trade unions in an organization. | CO2 [K ₂] |
| 3 | Explain the concept of Workers' Participation in Management. | CO1 [K ₂] |
| 4 | Describe the importance of Safety, Industrial Health and Hygiene in the workplace. | CO1 [K ₂] |
| 5 | What is collective bargaining and what are its essential prerequisites? | CO1 [K ₁] |
| 6 | Explain the reasons for merging the 29 individual labour laws into 4 Labour Codes. | CO1 [K ₂] |

PART B (5Q x 10 Marks = 50 Marks) Answer All Questions

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| 7 | Analyze the role of standing orders in maintaining discipline and order in the workplace. Discuss the challenges in implementing and enforcing standing orders effectively. | CO1 [K ₄] |
| 8 | Elaborate the role of Trade Unions in the context of globalization and technology revolution in the future. | CO2 [K ₆] |

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| 9 | Reflect on the grievance redressal mechanisms in organizations and suggest improvements to make them more responsive and effective. | CO1 | [K ₅] |
| 10 | Elaborate on the causes of industrial disputes in India and assess the effectiveness of the existing forums and methods for dispute resolution. | CO1 | [K ₆] |
| 11 | Discuss the significance of establishing the Labour codes in India in the context of “ease of doing business India”. Critically examine how they contribute to the welfare of workers and the efficiency of the industrial sector. | CO3 | [K ₆] |

Part – C (1Qx20 Marks = 20 marks) Case Study, Compulsory Question

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| 12 | <p><u>Emergence of Trade Unions in the Information Technology Sector</u></p> <p>The Forum for IT Employees (FITE), a Tamil Nadu based organization became India’s first registered trade union in the Information Technology (IT) and Information Technology Enabled Services (ITES) sector in October 2017. The formation of FITE was instigated by the mass layoffs witnessed in the sector during 2014.</p> <p>On November 7, 2017, the Labour Department of the State of Karnataka registered the first trade union in the State which exclusively caters to the interests of technology sector employees. The trade union has been registered under the provisions of the TU Act and the Karnataka Trade Union Regulations, 1958. Within a span of two years, the Karnataka State IT/ITeS Employees Union (KITU) has initiated several state-wide strikes and voiced their concerns on issues related to working conditions and wages of IT/ITES employees and are rapidly gaining momentum.</p> <p>In early 2018, another trade union for technology sector employees was registered in the State of Maharashtra.</p> <p>In June 2019, it was reported that the Kolkata Forum for IT Employees applied to the West Bengal government for trade union registration in the IT/ITeS, Business Process Outsourcing (“BPO”) and Knowledge Process Outsourcing (“KPO”) industry. This made West Bengal the fourth Indian state where IT employees have successfully unionized. Although West Bengal’s technology sector is relatively small compared to Karnataka, Tamil Nadu and Maharashtra, this development signifies the rapidly growing trend of unionization in the technology sector and it is likely that more states will follow suit in the coming years. Presently, out of approximately 4 million technology sector employees spread across the country, Bangalore (city in Karnataka) houses approximately 1.5 million employees in the technology sector.</p> <p>Pune (city in Maharashtra) also has offices of most of the major technology sector players. Accordingly, the formation and registration of sector-specific employee trade unions in these technology hubs is a significant development in the sector. Up until now, unionization in India was largely limited to traditional sectors, especially the</p> | CO2 | [K ₅] |
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manufacturing sector. With this development, technology sector employees are likely to have assistance of unions to voice their concerns over various issues like, wages, termination of employment, conditions of work etc. To that extent, employers in the technology sector will need to be careful in devising and more importantly implementing their HR policies.

Answer the following questions:

(All questions carry equal marks)

- a) Elaborate the reasons for the emergence of Trade Unions in the IT Sector in India.
- b) Explain how Trade unions assist the employees of the IT Sector. Provide examples from the above case.
- c) Do you think there is a reluctance in forming Trade unions in the IT Sector? Support your answer with reasons.
- d) Why do you think employers in the IT sector will need to be careful in devising and implementing HR policies?
