

Code No: MB194A3/19

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY- GURAJADA VIZIANAGARAM
MBA IV Semester Regular/Supplementary Examinations- May-2025

Employee Relations and Engagement

Time: 3 Hours

Max. Marks: 75

Answer any FIVE Questions One Question from Each Unit
All Questions Carry Equal Marks

UNIT-I

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| 1. | a | What do you understand about Industrial Relations and its scope? | 6M |
| | b | Evaluate the recent trends in industrial relations. | 6M |

OR

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| 2. | a | Explain the factors affecting industrial relations. | 6M |
| | b | Analyze the conceptual framework of industrial relations. | 6M |

UNIT-II

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| 3. | a | State the objectives of the trade unions in India. | 6M |
| | b | List the essential conditions for the success of collective bargaining. | 6M |

OR

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| 4. | a | Why do workers need trade unions? Explain in detail. | 6M |
| | b | Illustrate the process of collective bargaining. | 6M |

UNIT-III

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| 5. | a | Explain the grievance handling procedure along with the consequences of grievances in Industries. | 6M |
| | b | What is the purpose of the code of discipline in organizations? | 6M |

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| 6. | a | Explain the main reasons for the grievances in the company. | 6M |
| | b | Determine the measures for dealing with indiscipline. | 6M |

UNIT-IV

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| 7. | a | Demonstrate the nature and scope of industrial disputes. | 6M |
| | b | Distinguish between conciliation and arbitration. | 6M |

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| 8. | a | Identify the consequences of industrial disputes. | 6M |
| | b | Illustrate the settlement mechanism process of industrial relations. | 6M |

UNIT-V

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| 9. | a | What do you understand about employee engagement and its importance? | 6M |
| | b | As a manager, how to engage employees with different strategies in the company? | 6M |

OR

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| 10. | a | Write a note on the role of a manager in employee engagement. | 6M |
| | b | Describe the elements of the employee engagement process in an organization. | 6M |

CASE STUDY

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| 11 | Mr. Raghupati started a career company in 1998 with just Rs. 1,00,000 and three employees. He developed the company to the tune of Rs. 100 million turnover and 300 employees by 2007. He wants to expand the company's operations to new towns and new customers. The company had always paid higher salaries and provided better benefits than comparable employers in the city. But he found that his employees wanted to form a union, even though he offered higher wages. | 15M |
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One day, Mr. Raghupati was overhearing the employees' conversation about the

formation of a union in the company. He thought for a while and got disappointed immediately as he had been one of the good pay masters, but he could not get the maximum contribution, commitment, and support of the employees.

He spent the whole night thinking of the possible problem. He got into a different psychological state and started thinking of how he could use the situation for the company's betterment. He got an idea that he should inspire the employees to form a union and let the union demand even higher salaries.

Immediately, he implemented the idea and encouraged the employees to form a union. His idea worked well. Quite a surprise to the employees' expectations, Mr. Raghupati inaugurated the union and urged the union to make their demands. After a year, trade union leaders met the CEO with a charter of demands. He made a counterproposal while appreciating the union leader's additional contribution and commitment from the employees' side for every rupee hike in salaries and benefits. Trade union leaders appreciated and accepted the counterproposal made by the CEO.

Mr. Raghupati encouraged trade union leaders to enlighten employees and enhance their skills for higher wages and a better life.

Questions:

1. Why were the employees not content with the salaries and benefits?
2. How do you analyze Mr. Raghupati's strategy of encouraging employees to form a trade union?