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MBA (Semester – 4th)
EMPLOYEE RELATIONS
Subject Code: MBADD2424
Paper ID: 20260162

Time: 03 Hours **Maximum Marks: 60**

Instruction for candidates:

1. Section A consists of 10 compulsory short notes of two marks each.
2. Section B consists of Four Units (Unit – I, II, III & IV). Each unit contains two questions of 8 marks each. Student has to attempt one question from each unit.
3. Section C (8 Marks): A short Case Study related to the syllabus.

Section – A **(2 marks each)**

Q1. Attempt the following:

a. Importance of employee relation management.
b. Employee relation management tools.
c. Relationship between power and authority.
d. Process of decision making.
e. Different types of communication.
f. Essential pre-requisites of grievance procedure.
g. Precautions of grievance handling.
h. Various laws relevant to organizational conflict.
i. Stress and employee wellness in the organization.
j. Organizational Misconduct.

Section – B **(8 marks each)**

UNIT-I

Q2. Explain the different strategy levels in an organization. What are the future challenges of strategic employee relation management?

Q3. Discuss the core issues of employee relation management.

UNIT-II

Q4. How organization work? Explain the different types of conflicts in the organization.

Q5. Explain any two theories of motivation.

UNIT-III

Q6. Why there is need for grievance handling in the organization. Explain the steps of grievance handling procedure.

Q7. Write a note on: (i) types of organization discipline (ii) types of disciplinary problems

UNIT-IV

Q8. Briefly explain the various laws relevant to employee's wages and compensation.

Q9. Discuss the issues with contract labour and temporary workforce in India.

Section – C (8 marks)

Q10. Case Study:

A company makes springs according to manufacturer's specifications. It makes leaf springs, tension springs and bumper springs. Most of the springs are supplied to manufacturers of cars, trucks and buses. The company has been experiencing misunderstandings in its line and staff relationships in recent months. The Managing Director of the company, is searching for a suitable approach to line-staff understanding and co-ordination.

Unlike many concerns where the line does not make any use of staff help and advice, and staff find it expedient to assume line authority, the line officers at modern appear to be subtle victims of informal staff authority. It is quiet common for the line officials to accept staff ideas and advise strictly on the basis of assumed technical competence. For example, the director of Research and Development completed his Ph.D. degree last year and acceptance of his ideas by line personnel is approaching 100 per cent.

Many of the staff men report directly to the managing director. The line officers in many instances interpreted the advice and counsel of these staff men as command through status. For example, the personnel manager had no difficulty last year in convincing the plant manager that the training of all employees should be part of the personnel function.

Most of the staff personnel are college trained, personable and good salesman. It has become increasingly evident to top management that command through personal qualities is operative between line and staff. For example, the publicity and public relations manager has been in particular instances authorized to act for and in the name of line management. However, it appears that unauthorized authority gravitates to this department and is used by the manager for personal advantage.

The staff personnel at modern have not found it necessary to spread the best ideas for top management. The managing director is a firm believer in the staff function. Line management has on occasion interpreted this as command through sanction. For example, the sales manager has in recent years of the company's vigorous growth been dealing more and more with the managing directors staff assistant in matters of special projects, developing plans and suggesting policies rather than with the managing director himself.

QUESTIONS

a) How would you describe the staff way of thinking in an organization?
b) Analyze informal staff authority as it is used at the company. Why does this implied authority work in many situation? Is it good or bad?
c) Suggest to the managing director a suitable approach to line-staff understanding and co-ordination.