

Reg. No.

Question Paper Code

13596

MBA - DEGREE EXAMINATIONS, APRIL / MAY 2025

Third Semester

Master of Business Administration

20MBHR308 - INDUSTRIAL RELATIONS AND LABOUR WELFARE

Regulations - 2020

Duration: 3 Hours

Max. Marks: 100

PART - A (10 × 2 = 20 Marks)

Answer ALL Questions

	Marks	K – Level	CO
1. Define Industrial Relations.	2	K1	CO1
2. What is meant by Code of Discipline?	2	K1	CO1
3. What is meant by industrial peace?	2	K1	CO2
4. Define lockout.	2	K1	CO2
5. Define collective bargaining.	2	K1	CO3
6. What is meant by workers' participation in management?	2	K1	CO3
7. Why is labour welfare important for industrial peace?	2	K1	CO4
8. What is behaviour-based safety (BBS)?	2	K1	CO4
9. What is meant by an industrial dispute?	2	K1	CO5
10. What is meant by Participative Management?	2	K1	CO5

PART - B (5 × 13 = 65 Marks)

Answer ALL Questions

11. a) Evaluate the role and functions of Trade Unions in promoting workers' welfare and industrial democracy.	13	K5	CO1
OR			
b) Explain recent growth of Trade Unions Movement in India.	13	K5	CO1
12. a) Evaluate the major causes of industrial disputes in India.	13	K5	CO2
OR			
b) Critically examine the circumstances under which strikes can be considered justified.	13	K5	CO2
13. a) Discuss the different forms of collective bargaining.	13	K4	CO3
OR			
b) Elaborate on the different forms of workers' participation in management. Suggest which form would be most suitable for the service sector and justify your answer.	13	K4	CO3
14. a) Discuss the role and responsibilities of a labour welfare officer.	13	K2	CO4
OR			
b) Distinguish between statutory and voluntary welfare programmes.	13	K2	CO4
15. a) Discuss the impact of automation and rationalization on employment	13	K2	CO5

K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create

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and productivity in Indian industries.

OR

- b) Discuss the concept and levels of participative management. Evaluate its impact on organizational efficiency and employee satisfaction. 13 K2 CO5

PART - C (1 × 15 = 15 Marks)
(Compulsory)

16. a) **Case Study:**

15 K6 CO6

Labour Welfare at Sree Lakshmi Textiles Ltd.

Sree Lakshmi Textiles Ltd., based in Coimbatore, is a medium-sized textile manufacturing company employing over 800 workers. The company has been operational for over 25 years and is known for its high-quality cotton fabrics exported globally. Despite decent profits, the company started facing serious HR issues, including:

- Rising absenteeism
- Poor safety compliance
- An increase in occupational hazards and accidents
- Low employee morale
- Growing dissatisfaction among workers
- Minimal participation in welfare and education programs

The company had a Labour Welfare Officer, Ms. Meenakshi, who was dedicated but overburdened. She had proposed new voluntary welfare schemes, including a crèche for working mothers, skill development workshops, and an on-site health clinic, but management delayed approval due to cost concerns.

Additionally, workers were often exposed to occupational diseases such as byssinosis (cotton dust disease), and there were increasing complaints about machinery-related injuries. Despite mandatory safety signs and training, accidents continued to happen due to behavioral issues like negligence or overconfidence.

A notable case involved a worker, Ramu, who lost two fingers in a machine accident. Post-accident, he became withdrawn and anxious. Ms. Meenakshi tried to counsel him, but lacked professional counselling training. Ramu eventually resigned, which created unrest among his peers.

The company recently underwent a labour audit, and the auditors raised concerns about the lack of a formal safety programme, the ineffective workers' education schemes, and absence of behavior-based safety (BBS) measures. The management now wants to implement improvements but is unsure where to begin.

Questions:-

1. Identify the occupational hazards and diseases prevalent in the textile industry. How should Sree Lakshmi Textiles address them?
2. Discuss the need for counselling in workplaces like Sree Lakshmi Textiles.