Program: T.Y.B.Com (MS) Semester: V Program Code: UGMS02

Course: Industrial Relations Course Code: NUMS514

Duration: 2 Hour Examination Pattern: NEP-Autonomous-External Max. Marks: 60

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL (Knowledge Level).

Examination:

REGULAR

Q. 1		Attempt the following.				[15]	CO's	KL's
	(a)	**Fill in the blanks with an appropriate answer from the alternatives given.**				[08]		
		I	Workers' Participation in Management is an example of _____.					
			a.	One-way communication	b.	Dictatorship		
			c.	Industrial Democracy	d.	Control system		
		II	Industrial harmony leads to higher productivity and _____.					
			a.	Turnover	b.	Efficiency		
			c.	Conflict	d.	Absenteeism		
		III	When an organization introduces automation and AI, providing employees with reskilling and upskilling opportunities helps maintain positive _____.					
			a.	Financial Control	b.	Market Competition		
			c.	Industrial Relations	d.	Product Development		
		IV	The Code of Discipline was adopted in _____.					
			a.	1950	b.	1964		CO1	
			c.	1958	d.	1975		CO2	L1
		V	Conciliation is a method of _____ dispute resolution.					CO3	L2
			a.	Judicial	b.	Non-judicial		CO4	
			c.	Informal	d.	Voluntary		CO5	
		VI	The process through which employers and employees negotiate wages, working conditions and other employment matters is called _____.						
			a.	Grievance Handling	b.	Collective Bargaining			
			c.	Job Evaluation	d.	Employee Appraisal			
		VII	_____ is a type of industrial dispute.						
			a.	Profit-sharing	b.	Lockout			
			c.	Bonus distribution	d.	Job rotation			

		VIII	Standing Orders under Industrial Employment Act provide _____.						
			a.	Working conditions	b.	Promotion policy			
			c.	Financial status	d.	Political affiliation			
	(b)	**State whether the following statements are true or false.**					**[07]**	**CO's**	**KL's**
		I	Compliance with labor laws alone is sufficient to ensure effective Industrial Relations in an organization.						
		II	The government is an important stakeholder in IR.					**CO1**	
		III	The judiciary plays an important role in interpreting labor laws and resolving industrial conflicts.					**CO2**	**L1**
		IV	Political interference weakens trade unions.					**CO3**	**L2**
		V	Collective bargaining in India is highly unsuccessful.					**CO4**	
		VI	Grievances are always about wages only.					**CO5**	
		VII	Absence of grievance handling system increases industrial unrest.						
Q. 2		**Attempt the following.**					**[15]**	**CO's**	**KL's**
	(a)	Define Industrial Relations and explain its features.					**08**	**CO1**	**L2**
	(b)	Explain the concept of employee discipline and assess the causes of indiscipline in the organization.					**07**	**CO2**	**L5**
		OR							
	(p)	Discuss the impact of technology (Artificial Intelligence, Automation, and the Gig Economy) on Industrial Relations.					**08**	**CO1**	**L2**
	(q)	Assess the effectiveness of Mediation and Negotiation in resolving industrial disputes.					**07**	**CO2**	**L5**
Q. 3		**Attempt the following.**					**[15]**	**CO's**	**KL's**
	(a)	Define Trade Union and explain its characteristics.					**08**	**CO3**	**L2**
	(b)	Analyze the importance of the POSH Act, 2013 in promoting healthy Industrial Relations.					**07**	**CO4**	**L2**
		OR							
	(p)	Explain the significance of Collective Bargaining in promoting industrial peace.					**08**	**CO3**	**L2**
	(q)	Analyze the role of Labor Courts and Industrial Tribunals in the settlement of industrial disputes					**07**	**CO4**	**L4**
Q. 4		**Read the following case study and answer the following questions:**					**[15]**	**CO's**	**KL's**
		A large automobile manufacturing company introduced Artificial Intelligence and automation to improve productivity, reduce production costs and remain competitive in the market. Several routine production activities were shifted from manual workers to automated machines and AI-based systems. The management informed employees that automation would improve product quality, workplace safety and operational efficiency. However, workers became concerned about possible job losses and changes in their existing job roles. The							

		trade union demanded proper consultation before introducing further automation in the plant and requested reskilling and upskilling programmes for employees whose jobs were likely to be affected. The management argued that technological change was necessary to compete in the global market after the introduction of LPG reforms. While younger employees welcomed the opportunity to learn new technologies, many older workers felt insecure because they had limited exposure to digital systems. The union warned that ignoring employee concerns could increase dissatisfaction and lead to industrial conflict. The HR department therefore proposed regular meetings between management and union representatives to discuss the impact of automation. It also suggested training, redeployment and employee participation to help employees adapt to technological changes. The company realized that balancing technological development with employee interests was essential for maintaining positive Industrial Relations and workplace harmony.			
	(a)	Apply the concept of stakeholder roles in Industrial Relations to explain how the management, employees and trade union should respond to the situation.	**05**	**CO1**	**L3**
	(b)	Analyze the major factors responsible for employee insecurity in the above case.	**05**	**CO1**	**L4**
	(c)	Evaluate the effectiveness of training and employee participation as strategies for maintaining industrial harmony during technological change.	**05**	**CO1**	**L5**

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