

BACHELOR OF BUSINESS ADMINISTRATION (C.B.C.S.) (2015 COURSE)
B.B.A. Sem-V : WINTER : 2021
SUBJECT: EMPLOYEE RELATIONSHIP MANAGEMENT

Day : Wednesday
Date : 12-01-2022

W-13887-2021

Time : 10:00 AM-01:00 PM
Max. Marks: 100

N.B.:

- 1) Attempt any **FOUR** questions from Section –I and any **TWO** questions from Section –II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SAME** answer book.

SECTION-I

- Q.1** Explain the structure and functions of Industrial Relations. (15)
- Q.2** Discuss the health provision mentioned in The Factories Act, 1948. (15)
- Q.3** Describe the development of legislative framework governing labor management relations. (15)
- Q.4** Discuss the current issues in Collective Bargaining with suitable examples. (15)
- Q.5** Define Worker's Participation with its types. (15)
- Q.6** Write short notes on any **THREE** of the following: (15)
- a) Role of HRM in ERM
 - b) Objectives of Ergonomics
 - c) Importance of collective bargaining
 - d) Need of Worker's Participation in Management.

SECTION-II

- Q.7** Write a letter to your Chief Executive Officer about explaining the role of employee relationship management for developing strong relationships with employees of your organization. (20)
- Q.8** Prepare a training schedule for employees of your organization with an objective to explain safety provision mentioned in The Factories Act, 1948 (Make suitable assumption) (20)
- Q.9** As an ERM manager, what steps will you take to settle worker's compensation claims? (20)

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