

Q P code :- 54642

**Q1 a. Match the following (Any 8)**

8

1 - iv	2 - viii	3 - vii	4 - vi
5 - ix	6 - x	7 - i	8 - v
9 - ii	10 - iii		

**Q1 b. State whether the following statements are true or false (Any 7)**

7

**True** – iii, v, vi, viii, ix, x**False** – i, ii, iv, vii

**Q2 a. Employee relations are relationships between workers and their organisations, managers and their organisations and governmental agencies concerned with the workplace and employment generally.**

**Elements of Employee Relations:** mutual respect, mutual reliance, open communication, support, training, gratitude.

**Q2 b. Significance of collective bargaining:** Collective bargaining includes not only negotiations between the employers and unions but also includes the process of resolving labour-management conflicts. It acts as a method of introducing civil rights in the industry, that is, the management should be conducted by rules rather than arbitrary decision making

**Q2 p. Ways to improve employee relations at workplace:** Share vision, improve communication, motivate employees, career development, encourage team work, fair and just treatment, recreational facilities to employees.

**Q2 q (i). Parallel or Pattern bargaining** - is a process in labour relations, where a trade union gains a new and superior entitlement from one employer and then uses that agreement as a precedent to demand the same entitlement or a superior one from other employers.

**(ii). Single unit bargaining** - A bargaining unit, in labour relations, is a group of employees with a clear and identifiable community of interests who are (under U.S. law)

2

represented by a single labour union in collective bargaining and other dealings with management.

**Q3 a. Forms of employee participation** – Suggestion schemes, Works committee, Joint Management council, Work director, co – partnership, work council, shop council.

**Q3b. Need for healthy work environment** – Improve business performance; increase staff morale; employee engagement, Reduces accidents and work-related ill health; Reduces sick pay costs; Reduces insurance costs; Decreases pressure on employees covering for those who are absent.

OR

**Q3 p. Ways of handling grievances at workplace** – Quick action, timely acknowledgement, collection of facts, examining causes, taking decisions, review, formation of grievance redressal cell.

**Q3 q. Employee welfare practices in India** - The basic needs of a labour are freedom from fear, security of employment and freedom from want. Adequate food, better health, clothing and housing are the basic human requirements. An environment where employees are contented with his/her job, assured of a bright future and provided with his basic needs acts as means for better working life.

**Q4a. Atomistic approach** – Every individual should be left as free as possible. Every individual can attain his own best interest only under the conditions of maximum freedom. Therefore in the matters of labour welfare this view was completely opposed to any welfare promoting activities undertaken by the government or any social or public agency.

**Humanistic approach to employee welfare** - is based on human relationships, which was missing in the earlier approaches to labour welfare. The human factor was particularly missing in the administration of the industry and Mayo discovered the importance of informal relations between groups of workers and stressed sociality of man.

Q4b. **Boredom at workplace** - is an unpleasant transient state in which individuals feel an extreme lack of interest in their current activity. Bored individuals find it difficult to keep their attention focused on work and may feel that time is passing very slowly. Boredom is usually accompanied by feelings of restlessness, irritability, and desire to escape or change the situation to a more interesting activity.

**Causes of Boredom** - impulsiveness, sensation seeking, depression, negative affect, aggression, hostility, self-reported physical and psychological symptoms, and job dissatisfaction.

OR

Q4 p. **Employee grievance** – is the dissatisfaction of an employee with what he/she expects from the company and its management.

**Grievance handling procedure** - Acknowledge Dissatisfaction, Define the Problem, Gather relevant Facts, Analyse and Decide, Follow up

Q5a. **Public relations theory** - According to this theory, welfare activities are provided to create a good impression on the minds of the workers and the public, particularly the latter. Clean and safe working conditions, a good canteen, crèche and other amenities, make a good impression on the workers, visitors and the public.

**Functional theory of employee welfare** - According to this theory, welfare promoting activities are demanded on the grounds of efficiency or functional criterion. There is an attempt to relate additional expenditure on the welfare promoting activities on one hand and resultant increases in the productive efficiency of the workers, on the other.

Q5b. **Hazard Audit** - A hazard audit is a systematic and critical examination of a facility, its operations and safety systems. Its object is to identify any shortcomings in the measures which are in place to minimise the likelihood and consequences of hazardous incidents.

OR

Q5 p Short Notes (Any 3)

04

**i. Historical development of employee welfare in India** – India's labour policy is mainly based on labour welfare measures and legislations. The labour legislations of India after independence derive strength mainly from the thought articulated by key national leaders throughout the period of struggle for independence, partially from the discussion of the meetings, partially from the provisions of the Indian constitution and the international labour resolutions and endorsements.

**ii. Fatigue at workplace** - The temporary inability, or decrease in ability, or strong disinclination to respond to a situation, because of previous over-activity, either mental, emotional or physical

**iii. Welfare policies** – Policies framed to promote labour welfare in organizations.

**iv. Women welfare** - Women welfare is required due to the following reasons: Ensure safety, Provide healthy working environment, Improve living standards, Provide facilities.

**v. Safety issues at workplace** - workplace related disasters are a result of a breakdown in an organization's policies and procedures that were established to deal with safety, and that the breakdown flows from inadequate attention being paid to safety issues.