

**PARUL UNIVERSITY**  
**FACULTY OF MANAGEMENT**  
**BBA Internal 2019-20 Examination**

Semester: IV  
 Subject Code: 06101253  
 Subject Name: Human Resource Management

Date: (02/03/2020)  
 Time: (1hr:30min)  
 Total Marks: 40

**Instructions**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Multiple choice type questions/Fill in the blanks. (Each of 1 mark)**

1. Which of the following is not a cause of industrial dispute?
 

a) demand for pay and benefits hike	c) demand for hygienic and safer working conditions
b) demand for better labour welfare	d) None of the above
  
2. In case of retrenchment, worker is entitled to \_\_\_\_ months' notice or notice pay in lieu of notice.
 

a) One	c) Three
b) Two	d) Four
  
3. Grievance reported to department representative has to be answered in \_\_\_\_ hours
 

a) 48	c) 72
b) 64	d) 30
  
4. "One party gain at the expense of another" normally refers to which type of collective bargaining?
 

a) distributive bargaining	c) integrative bargaining
b) centralized bargaining	d) None of the above
  
5. Fringe Benefits create a sense of \_\_\_\_ among employees
 

a) Belongingness	c) Togetherness
b) Bitterness	d) Enemy

**B). Define the following. (Each of 1 mark)**

1. Industrial Relation
2. Incentives
3. Collective Bargaining
4. Industrial Dispute
5. Compensation Retrenchment

**Q.2 Answer the following questions.**

- A). Explain various machineries used for settlement of industrial disputes
- B). Explain components of executive's pay

**Q.3 Answer the following questions.**

- A). What are the causes of Grievance? Discuss briefly grievance handling procedure
- B). Discuss various the factors affecting the employee's compensation in corporate world.

Samsui Company is an engineering company with employee strength of 1,000. The company has a system of incentive linked monthly productivity bonus for the shop floor employees, which serves the purpose of rewarding good work. The HR director, Mr. Inderjit has been facing a dilemma, how to evaluate the performance of the middle management and how to link it with productivity. After deliberate discussions with individual managers, he develops a plan. The plan is designed to enhance team work and provide incentives for improvement and excellence among middle level managers. Briefly the pay will be split into two components. The first consists of 80% of original salary, which will be a fixed component and will be determined as before. The second component of 20% will be flexible and will depend upon the ability of each team as a whole to show minimum of 5% improvement in their respective areas. The scheme when discussed with managers, received a number of negative remarks. One manager said that why should their performance depend upon the performance of other members of the team. The new pay scheme makes them team players first and specialists in their areas next. Another objection was that why the good persons in the team should suffer if the other members were not measuring upto the expectations. Moreover, there are a number of external factors which affect the individual and collective performance. For example, if a product suddenly goes out of demand affecting marketability, why should the concerned marketing team be penalized for something beyond its control.

A).

Now Mr. Inderjit is in a tight position. The company has been the trend setter in executive compensation in Indian industry as they have been paying the best. Will the new plan ensure that it remains that way? If the plan succeeds Samsui set another trend in executive compensation. But how should he see this plan through?

Questions:

1. Do you think it is proper to evaluate manager on the basis of productivity?
2. In your opinion, individual performance or team performance is the most suitable criteria for incentive plans?
3. If you were the HR director, what would you do?

CRR Industries Ltd., Eluru is producing electric bulbs, water coolers, air coolers and refrigerators. Recently it added a new line of production i.e. electric motors both for domestic and agriculture purposes. It needed one electrical engineer with B.Tech qualification to look after the new plant producing electric motor. Presently five electrical engineers with B.E. qualification as Assistant Engineers are working in the existing plant. The company advertised for the post of Chief Engineer (Electrical) for its new plant. It received twelve application out of which five are from the Assistant Engineers are working in the existing plant. The company used techniques of preliminary interviews, tests, final interview and medical examination and finally selected Mr. C.B. Sastry, employed in the existing plant of the company; He is fourth in the seniority list of the Assistant Engineers in the present plant. The company served the appointment order to Mr. Sastry and he joined as Chief Engineer in the new plant. But the three Assistant Engineers in the existing plan, moved the issue to the court of, law contesting that the selection of Mr C.B. Sastry is not, valid as he is not the senior one among the Assistant Engineers in the existing plant.

Questions :

What would be the management version in the case?

Predict the court judgment regarding this issue in this case.

C) Explain Different types of Collective Bargaining.