

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086**  
(For candidates admitted during the academic year 2023 -2024 and thereafter)

**M.A. DEGREE EXAMINATION, NOVEMBER 2024**  
**HUMAN RESOURCE MANAGEMENT**  
**THIRD SEMESTER**

**COURSE : CORE**  
**PAPER : EMPLOYEE WELFARE AND INDUSTRIAL RELATIONS**  
**SUBJECT CODE: 23HR/PC/EW34**  
**TIME : 3 HOURS** **MAX.MARKS: 100**

Q. No.	SECTION A Answer ALL in 50 words (10X2=20)	CO	KL
1	Define employee welfare.	CO1	K1
2	State the objectives of employee relations.	CO1	K1
3	What is psychological contract?	CO1	K1
4	Show the importance of voluntary arbitration.	CO1	K1
5	What are the approaches of employee relations?	CO1	K1
6	Define industrial disputes.	CO2	K2
7	Illustrate the grievance redressal machinery.	CO2	K2
8	Specify the purpose of trade union.	CO2	K2
9	Outline the concept of golden handshake.	CO2	K2
10	List the principles of natural justice.	CO2	K2
Q. No.	SECTION B Answer any TWO questions from each K level not exceeding 600 words. (4X10=40)	CO	KL
11	Identify the various sources of grievance.	CO3	K3
12	Discuss the process of collective bargaining.	CO3	K3
13	Identify the role of ILO in industrial relations.	CO3	K3
14	Examine the principles of hot stove rule.	CO4	K4
15	Classify the types of negotiations.	CO4	K4
16	Explicate any two labour welfare theories.	CO4	K4
Q. No.	SECTION C Answer any ONE question from each K level not exceeding 1200 words (2X20=40)	CO	KL
17	Tech Solutions a mid-sized IT services company, had been experiencing a high turnover rate, which was affecting project continuity and employee morale. The HR department identified that many departing employees were leaving with unresolved issues and dissatisfaction. To address these problems, the company decided to implement a comprehensive exit policy. <b>Recommend few exit polices for the above company.</b>	CO5	K5
18	“Companies and labour unions work together to effectively resolve industrial disputes while balancing the needs of both parties”.- <b>Justify</b>	CO5	K5
19	Discuss the types of employee welfare.	CO5	K6
20	Elaborate the causes and symptoms of employee burnout.	CO5	K6

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