



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in Management
Second Year, Second Semester Examination – 2016
MAN- 2225 Managing Industrial Relations

Instructions for Candidates:
Answer five questions including Question No 01.

No. of questions : 06
No. of pages : 03
Time : 3 hours

Question No-01

- (i) Who are the main parties involved in Industrial Relations?
- (ii) Define 'Employee Relations'.
- (iii) Give two advantages of having a harmonious labour relations.
- (iv) What is the procedure to register a **Trade Union**?
- (v) Explain the term '**collective agreement**'.
- (vi) State the **objectives** of managing disciplines.
- (vii) Define the term "**lock out**"
- (viii) Name two Acts which state terms and conditions of the employment.
- (ix) Define the term '**open door policy**'.
- (x) State two Grievance Handling Methods.

(2x10 =20 Marks)

Question N0. 02

Nimali, who is a Human Resources Manager of a reputed garment factory, found out all employees of the company have indicated dissatisfaction regarding promotion paths, salary increment while female employees worried about flexibility of working hours and duration of shifts.

- (i) What do you think about the nature and level of industrial relations of the above garment factory? Give reasons for your answer.

(08 Marks)

- (ii) What are the steps which Nimali could take to solve the above problems that she observed in the company?

(06 Marks)

- (iii) What are the benefits that the garment factory could achieve after following the steps suggested by Nimali?

(06 Marks)

(Total 20 Marks)

Question No-03

- (i) (a) How could a Trade Union obtain legal personality? (04 Marks)
(b) Discuss any two legal Trade Union actions which are practiced in Sri Lanka.

(06 Marks)

- (ii) (a) Explain two major components of rules of natural justice. (04 Marks)
(b) Briefly compare conciliation and arbitration as dispute settling methods.

(06 Marks)

(Total 20 Marks)

Question 04

Sumith is a Production Executive of a biscuits company. He was promoted due to the best performances during a short period. But recently he had gone against the company rules taking unapproved leaves and using out dated raw materials for production which directly affected the good will of customers.

- (i) What disciplinary actions can be taken by Department of Human resources against Sumith?

(06 Marks)

(ii) What can be the major causes for this sort of Misconduct?

(06 Marks)

(iii) Explain formal disciplinary inquiry procedure that can be followed by the biscuits company?

(08 Marks)

(Total 20 Marks)

Question No-05

Rasika who is the newly appointed head of the Department of Human Resources for Lanka Garments, found out that most employees are dissatisfied or have felt personal injustice relating to their employment of the Garment.

(i) Suggest effective procedure to solve these circumstances.

(06 Marks)

(ii) What can be the positive and negative aspects of the grievance handling procedure?

(06 Marks)

(iii) If you were the grievance handling officer of above garment, what are your duties and responsibilities?

(08 Marks)

(Total 20 Marks)

Question 06

Write short notes on the following topics.

(i) Joint Consultation

(ii) Participative Management

(iii) Collective Agreement as the best dispute settling method

(iv) Profit Sharing Schemes

(4x5=20 Marks)