



**Institute of Human Resource Advancement
University of Colombo, Sri Lanka**

Masters Degree in Human Resource Management – Course No. 06
2nd Semester Examination
(Held in September, 2016)

MHRM 05: Industrial Relations and Labour Market Analysis

Instructions to the Candidates

- (1) Answer only for five (05) questions selecting at least two (02) questions from each part. Question No: one (01) is compulsory.
- (2) Time allocated for the examination is three (03) hours.
- (3) This paper consists of Seven (07) questions and three (03) pages.
- (4) If a page or a part of this question paper is not printed properly, please inform the Supervisor immediately.
- (5) Use separate answer book for **Part I & Part II**.
- (6) Use of any equipment /items such as mobile phone is prohibited, and rules and regulations of university examinations should be strictly followed.

Part I

(1)

The world has changed dramatically over the past 10 years, but some of the issues that faced by the tourism industry in the early 1990's are still here today. In this context, one of the key challenges facing by tourism industry since 1990s is lack of competent employees and human resources. Under this situation, the human resource engagement of tourism industry is reflected and characterized by various specific trends and patterns in comparison with other key industries at global level.

- a) What are the major characteristics of global labour market at present?
(04 Marks)
 - b) How do you recognize the major trends and patterns of tourism employment in the world?
(06 Marks)
 - c) Compare and contrast the current major trends and patterns of tourism industry in Sri Lanka with these global trends and patterns.
(10 Marks)
- (Total 20 Marks)**

(2)

- a) Explain the Output Effect and Substitution Effect of a rise in the wage level of labour demand.
- b) What are the key relationships between the Marginal Physical Product of labour (MPPL) and Marginal Revenue Product of Labour (MRPL).
- c) Explain how MRPL is a vital factor when taking decisions to hire new employees by employers.
- d) Discuss the possible impact and consequences of minimum wage policy on labour market in Sri Lanka?
(Explain your answers on above questions by using suitable curves and diagrams).

(05 X 04 = 20Marks)

(3)

- a) What are the key factors determining the labour supply of tourism and hotel industry in Sri Lanka?
- b) Explain the factors determining the elasticity of labour supply of the same industry?
- c) Discuss the factors that can create different shapes of the Backward Bending Labour Supply Curve.
- d) Distinguish between Economic Rent and Transfer Income of Labour with the support of suitable examples.

(05 X 04 = 20Marks)

Part II

(04)

- a) Briefly explain importance of industrial relation to employee, employer and society
(10marks)
- b) What are the key responsibilities of above mentioned parties to maintain acceptable industrial relations at work? Explain with appropriate examples.

(10marks)

(Total 20 Marks)

(05)

- a) What are the different approaches for industrial relations? Explain with related examples (you may highlight the related background for such approach)
(10marks)
- b) What are the strategies you recommend for management to make industrial peace at work? Justify your answer with examples.

(10marks)

(Total 20 Marks)

(06)

- a) Recognize possible reasons for employee grievances at work and explain possible strategies to overcome such grievances.
(10marks)
- b) Draw up a employee disciplinary procedure for a selected organization of your choice (you may indicate necessary steps and the parties to such step)
(10marks)

(Total 20 Marks)

(07)

- a) Recognize different legislations introduce to enhance the extent and the quality of industrial relation and employee welfare in Sri Lanka
(10marks)
- b) What are the different challenges for the industrial relation in future? Explain with appropriate examples and justifications
(10marks)

(Total 20 Marks)