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Total number of printed pages – 3

MBA
MBA 405C

Fourth Semester Regular Examination – 2014

INDUSTRIAL RELATIONS

BRANCH : MBA

QUESTION CODE : F 444

Full Marks – 70

Time : 3 Hours

Answer Question No. 1 & 2 which are compulsory and any **four** from the rest.
The figures in the right-hand margin indicate marks.



1. Answer the following questions :

2×10

- Define the term Industrial Relation.
- Who are the three actors of Industrial relations ?
- Why do workers join Trade unions ?
- Why there is a need for a grievance procedure ?
- Differentiate between Arbitration and Adjudication.
- What do you mean by Reformist unions ?
- Explain the concept of Go- slow strike.
- What is meant by Industrial Discipline ?
- What are white collar trade unions ?
- List out few objectives of AITUC.

P.T.O.

2. Case study :

In a factory, in the semi-skilled assembly section, the layout was far from ideal. Twenty female employees were grouped together daily in a very closed area to perform the job. The management had got the construction of new manufacturing unit. It started keeping in view these type of problems. Surprisingly, the female employees enjoyed their work. They worked elbow to elbow and could talk freely about any subject that came to mind. They never failed to assemble their daily quota. When the new manufacturing unit was complete, the women were assigned to new area, several times as large as their present quarters.

The new plant had superior lighting, ventilation, windows and proper arrangement of water. To the management, these working conditions seemed ideal. But after a few weeks the management was shocked over the performance of these workers. Absenteeism increased, production declined, complaints and grievances were numerous and a few of the women quit their jobs.

The management marked the enquiry of this case to the HR manager. After detailed discussions and observations, he reached the conclusion that the women missed the personal contact with each other, missed the continuous conversation and basically were resisting the change of the location. The HR director recommended that plant engineer should modify the plant layout to bring the women closer together. The Plant engineer is in a fix as it would involve an expenditure of several thousands of rupees to do it.

- (a) If you were the HR Director, how would you have dealt with this type of grievance ?
- (b) If the employees were men, would the same situation have arisen ?
- (c) Analyse the problem of this case. 10

3. Discuss in detail various approaches to Industrial Relations. Which approach in your view is best suited to the present times and why ? 10

4. Define and explain the concept of Industrial dispute. Do you think voluntary measures for the prevention and settlement of Industrial disputes are effective ? Justify your answer. 10
5. "The prompt and effective handling of grievances is essential for maintaining harmonious or healthy industrial relations." How do you account for this statement ? Examine how grievance management is important both from the perspective of employees and from that of the organisation ? 10
6. Collective Bargaining needs a specific legal framework in order to be successful in India. Critically evaluate the statement. Give justifications for your answer. 10
7. Participation of workers in management is claimed to usher in the era of "Industrial Democracy". Discuss. 10
8. Do you think trade unions are necessary for employees ? Critically analyse the purpose, functions of operation of trade unions in India. 10

