

profit. So management is thinking to give more bonus to workers. Management carried out discussion with all the unions and finally negotiation carried out with recognized union and amount of bonus fixed. Management prepared a document and got signed by recognized union other three unions came to know about this.

They did not like the agreement because the bonus amount fixed was less.

The three unions joined together and gave notice of strike to management demanding higher bonus. Management tried to convince the unions but they did not agree and went on the strike.

IR manager discussed the matter with union leaders and agreed to give them more bonus. Strike was called off. The recognized union did not like the decision of management as the agreement made with them was dishonored.

Questions.

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|---|---|
| i) Analyse the case. | 3 |
| ii) Is the management's decision correct? Justify your answer. | 5 |
| iii) Will there be any long term effect on the Industrial Relations? Explain. | 6 |



AR - 1217

M.B.A. Semester - III

Paper MBA/3301/H

Management of Industrial Relations

P. Pages : 4

Time : Three Hours

Max. Marks : 70

- Notes :
1. Attempt All questions.
 2. Figures to right indicate full marks.

SECTION - A

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| 1. a) Discuss the importance of Industrial Relations in the changing Socio-Economic scenario in India. | 14 |
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OR

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| b) Discuss the importance of healthy Industrial Relations in the survival of organization. Justify your answer with examples. | 14 |
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SECTION - B

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| 2. a) Explain various causes of Industrial dispute. | 7 |
| b) Rohit Electronics is a medium scale company. Management wants to increase the production but do not want to increase the manpower. For this management is planning to reduce the paid holidays by 20%. So that more man-hours will be available. Workers do not agree to this. There is a conflict between management and workers on this issue. As an IR expert, how will you resolve the issue? | 7 |

OR

- c) Discuss the mechanism for settling Industrial dispute. 7
- d) Mr. Ram is working in Shiv textile from 10 years. He is sincere and hardworking employee but he is hot tempered. One day there was a dispute between Mr. Ram and his coworker Mr. Suresh on minor issue. Mr. Ram could not control his anger and manhandled Mr. Suresh. The issue was reported to HR manger. Mr. Ram was called by HR manager. Mr. Ram tried to justify his action. But HR manager was not convinced. He terminated Mr. Ram from duty with immediate effect. Is HR manager's decision correct? Justify your answer. 7
3. a) Explain the term participative management. 7
- b) Mr. John has joined Hindustan paper Mill. as HR (Head) in 2014. Mr. John implemented performance based compensation system. The profit of the company increased by 25% in two years. As per policy of the company, this year pay revision is due. You are appointed as HR consultant; will you use individual bargaining or collective bargaining for revising compensation system? Justify your answer. 7

OR

- c) Explain how productive bargaining differ from collective bargaining. 7
- d) Raman Pipes is a medium scale company. Company has used strategic business unit system to evaluate the performance of each department. CEO observed that performance of maintenance department is not upto the mark. You are HR consultant to company; How will you use participative management approach to solve the problem. 7

SECTION-C

4. a) What do you mean by arbitration? Name different types of arbitration processes. 7
- b) Explain the term employees empowerment with examples. 7

OR

- c) Explain the concept of Quality circle in details. 7
- d) Discuss the role of technological change in Industrial Relations. 7

SECTION - D

5. Prakash steel is a medium scale company employing 1500 workers. The company is providing good welfare facilities to workers. There are four trade unions in the company out of which only one is recognized. Whenever any major decision is to be taken management talks to all the unions to maintain good industrial relations. Every year company gives bonus to workers which is more than minimum bonus as per bonus act. This year company made more