

Subject Code: MB939

M B A - III Semester [R09] Regular/Supplementary Examinations, February - 2012

MANAGEMENT OF INDUSTRIAL RELATIONS

Time: 3 Hours

Max Marks: 60

Answer any FIVE questions. All questions carry EQUAL marks including Q.No.8 is compulsory

1. Discuss the background of Industrial Relations in India.
2. How is an organization affected by the economic & social environments that surround it?
3. Discuss the role of trade unions in promoting /demoting healthy work environment in a business organization.
4. What do you understand by quality of work life? Does workers' participation in management help in improving the quality of work life in an organization?
5. Explain the nature & significance of wage, salary administration in a successful business organization.
6. Do you think there is adequate social security in India? Explain the salient features of workmen compensation act.
7. What are the general causes of employee grievances? Explain the concepts of Arbitration and Adjudication.

8. CASE STUDY

While the profits at XYZ Ltd were declining, the workers were very unhappy that the management has not given them any bonus for the last two years. However, workers had no clue as to why the profits were declining. The company was incurring huge costs on employees as well as raw and the low productivity directly hit its bottom line.

The HR Manager Bhagavath thought that it was time to make employees realize the basics of finance, and the way the costs pile up and how they hit the bottom line.

At XYZ Ltd, the process of educating the workforce opened the channels for a vital flow of information between the employees and management. At the very first meeting, Bhagavath explained the workers, "Retrenching workers had never been and any cost reduction would have to come from other areas, mainly by improving the productivity, and that can be done only by the workers". This boosted the morale of workers and they felt they are part of problem and solution as well.

In order to communicate the financial condition to the workers, the staff went into the shop floor. The result was that apart from teaching the workers the HR team itself got to learn about file level problems of employees and well the nitty-gritty details of the business that helped them suggest the finance team design and implement a program of cost cutting.

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The plan of Bhagavath worked wonders and XYZ was soon on its track of profits

Questions

- A) The case highlights the importance of the employee participation. What are the benefits that XYZ Ltd achieved as a result of workers participation?
- B) What other options XYZ Ltd has such as downsizing and how they would have worked?

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