

Subject Code: MB939

MBA III Semester [R09] Regular Examinations, November 2010

Management of Industrial Relations

Time: 3 Hours

Max Marks: 60

Answer any FIVE questions All questions carry EQUAL marks,

Question No: 8 is compulsory (Case study)

1. Explain what factors influence the industrial relations.
2. Discuss the labor market scenario in India.
3. Discuss various changes that brought out in the Trade Unions Act, 1926.
4. What do you mean by quality of work life and explain its importance?
5. Discuss various constraints in wage determination in India.
6. Explain various social security measures in Indian industry.
7. What is grievance and discuss how to reduce grievances.
- 8. Case – Compulsory:**

Mr. Raghupati started a carrier company in 1998 with just Rs.1,00,000/- and three employees. He developed the company to the tune of Rs.100 million turnover and 300 employees by 2007. He wants to expand the operations of the company to new towns and also new customers. The company had always paid higher salaries and provided better benefits than comparable employers in the city. But he found that his employees wanted to form a union, even though he offers high salaries. One day Mr. Raghupati was overhearing the conversation of employees about the formation of the union in the company. He thought for a while and got disappointed immediately he has been one off the good pay master; but yet he could not get the maximum contribution, commitment and support of the employees. He spent whole night thinking of the possible problem. He got into a different psychological state and started thinking of how he could make use of the situation for the betterment of the company. He got an idea that he should inspire the employees to form a union and let the union demand for still higher salaries.

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Immediately he implemented the idea and encouraged the employees to form a union. His idea worked well. Quite a surprise to the expectations of the employees, Mr. Raghupati inaugurated the union and encouraged the union to make their demands. Trade union leaders after a year met the CEO with a charter of demands. He made a counter proposal while appreciating the union leaders for their charter of demands. His counter proposal includes additional contribution and commitment from employee's side for every rupee of hike in salaries and benefits. Trade union leaders appreciated and accepted the counter proposal made by the CEO. Mr. Raghupati encouraged trade union leaders to enlighten employees and enhance their deficiencies offer higher wages and better life.

Questions: 1. Why were the employees not content with the salaries and benefits?

How do you analyze Mr. Raghupati strategy of encouraging employees to form a trade union?