

VPM's
Dr. VN BRIMS, Thane
Programme: MMS (2013-15)
Third Semester Examination October/November 2014

Subject MMS - IIL HR		Introduction to Industrial Relation & Labor Welfare (IRLW 03)	
Roll No.		Marks	60 Marks
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages	2	Date	31.10-2014

Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.

Q1) 20 Marks (Compulsory)

A Surface Grinder Company has expanded from one location operation to the point that now they have 6 branches in addition to the home site. This growth while is very profitable has also raised number of labour problems.

When company operated from one location any questions about matters of hiring, wage fixing, benefits to workers could be & were quickly handled. Now the situation is more complicated because each branch has its own problems as per the locations.

Also each location has started evolving their own set of unions & because of which the management is not in position to handle the demand of all of them. There are no proper channels of grievance hearing all across. Lot of issues are pending across & creating unrest. IR managers are 2 in number but are handling 3 locations each. There is no proper communication about the policies & procedures between the 2 IR Managers. Lot of decisions they take are situation oriented & not policy & consultation based.

Workers are taking undue advantage of the situation & playing against the Managers. They are demanding that each locational branch should be treated as an individual identity & should receive equal importance in all aspects.

Questions:

1. What is the basic cause issue here which is resulting in such a labour unrest. (10 marks)
2. If you are appointed to resolve the issue & bring back peace at all the branches what steps you would take as an IR Manager & get situation to the normal. (10 marks)

Attempt Any FOUR from the Remaining SIX Questions

Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What is Industrial Relations ? Explain importance of Industrial Relations.
- b) Write in detail about the role of an IR Manager in an industry. Give examples wherever necessary
- c) Explain Industrial Peace & Industrial Conflict with examples.

Q3) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the positive aspects of the Conflict & explain the pre-conditions to maintain Industrial Peace.
- b) What do you understand by Trade Union? State the reasons for joining the trade union in detail
- c) Write in detail explaining about objectives of Trade Union & reasons why at times they fail to do their tasks. Please provide examples wherever necessary.

Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Define Labour Welfare. State some of the non-statutory welfare benefits you would suggest to the organization if you are an IR Manager
- b) Define Collective Bargaining. What are steps in Collective Bargaining Process?
- c) What are the Obstacles to the Collective Bargaining Process?

Q5) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What do you mean by Grievance? Explain the need for having a grievance procedure in the organization.
- b) Explain various causes that lead to the grievance? What are the penalties involved in the process.
- c) Briefly describe the Steps in Domestic Inquiry.

Q6) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What have been the forms of Workers participation keeping in mind the Indian Industry? Explain with examples.
- b) What is the need for the Workers Participation in Management? Mention with few examples
- c) Write briefly about the various Objectives of Workers Participation in Management.

Q7) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Write in short about the issue with respect to Multiplicity of Union in Indian context.
- b) Briefly write about the Preconditions for Industrial Peace.
- c) Explain about the basic features of Labour Welfare.