

MANAGEMENT PROGRAMME

Term-End Examination

June, 2021

MS-24: INDUSTRIAL RELATIONS

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

Note : (i) Attempt any **three** questions from Section A.
All questions carry 20 marks.

(ii) Section B is **compulsory** and carries 40 marks.

SECTION A

1. Enumerate the historical perspective behind the labour policy in India. Highlight the landmarks of labour administration in India.
2. Trace the evolution of managerial unionism in India. Explain the activities of managerial unions, citing examples.
3. Discuss different approaches to collective bargaining and its relevance, citing examples.
4. Explain the rationale for participation. Discuss the issues involved in participative forums.

5. Write short notes on any *four* of the following :
- (a) Power and status of arbitrators
 - (b) Collective bargaining in public sectors
 - (c) Observations of the first National Commission on Labour employers' Organisations
 - (d) Globalization
 - (e) Three levels of industrial relations activities
 - (f) Systems model of industrial relations

SECTION B

6. Read the case given below and answer the questions given at the end :

Rajan Road Transport Corporation introduced an incentive scheme in 2016. The bus crew will get the incentive bonus if the income of a bus during a particular day on a particular route crosses the standard amount of collections. The standard amounts for all the routes are fixed by the administration on the basis of average income in the preceding year on the respective routes. The crew get one percent of the excess amount over and above the standard amount. The collections to the corporation increased phenomenally after the introduction of the scheme as the crew has been taking extra care in clearing all the passengers awaiting bus for their journey. Prior to this, the bus crew did not allow the passengers over and above the seating capacity. But they have been overloading the buses since 2016 and it is allowed by the corporation.

The corporation has been running a bus from Rajahmundry to Vangalapudi. There was heavy traffic on this route on 13th July. The crew overloaded the bus to the tune of double the seating capacity (i.e., 54 seating capacity and

another 54 standing passengers). The conductor issued tickets and requested the passengers to buy tickets several times. He felt that all the passengers had bought the tickets and his job was completed.

The ticket checking staff were camping at Sitanagaram, a mid-point between Rajahmundry and Vangalapudi. They stopped the bus at Sitanagaram and started checking the tickets. They found that all the passengers except an old lady sitting on the floor of a corner of the bus did not buy the ticket. They collected penalty from her and issued a ticket. Immediately they issued the suspension order to the conductor, despite his request and the requests of the passengers. The passengers told the checking staff that he had done his job sincerely and in good faith. The old lady also informed the checking staff that it was purely her mistake and she was suffering from fever and hence she could not buy the ticket. But the checking staff did not consider these requests.

The conductor informed the Trade Union leaders at Rajahmundry about his suspension on phone. The Trade Union leaders met the Depot Manager, explained to him the incident and

requested him to withdraw the suspension order. The Depot Manager refused to do it and the Trade Union leaders announced a wild cat strike. The traffic was affected badly and the commuters suffered a lot. The strike continued for one week. The loss of income was around Rupees two lakh per day. The issue started affecting the other depots. The General Manager of the Corporation instructed the Depot Manager on 21st July to solve the issue immediately. Then the Depot Manager discussed the issue with the union leaders and withdrew the suspension order.

Questions :

- (a) Identify the issues in the case.
 - (b) What are the steps that you would take if you were the Depot Manager ? Discuss.
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