

MANAGEMENT PROGRAMME

Term-End Examination

June, 2010

MS-24 : EMPLOYMENT RELATIONS

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

Note :

- (i) *There are two Sections - A and B.*
- (ii) *Attempt any three questions from Section - A. All questions carry 20 marks each.*
- (iii) *Section - B is compulsory and carries 40 marks.*

SECTION - A

1. What is industrial relations ? Briefly discuss the Dunlop's approach to industrial relations. 20
2. Discuss the factors influencing the formation of managerial unions in India. 20
3. Outline the process and conditions for success of trends in collective bargaining. 20
4. State the issues involved in the participative forums in India. 20

5. Write short notes on *any three* of the following : 20
- (a) The "Red-Hot Stove" Rule.
 - (b) Impact of ILO on industrial relations in India.
 - (c) Powers and duties of conciliation officers.
 - (d) Role of trade unions.
 - (e) Advantages of formal mechanism of grievance redressal.

SECTION - B

6. Read the case carefully and answer the questions given at the end : 40

The Aristocrat Baggage Company's Suggestion Committee is meeting. The members of the committee are listening to a report by the Secretary on the discussion that had taken place in the Company's Joint Consultative Committee meeting to which he was invited.

One of the workers' representatives of the Joint Consultative Committee had brought up the case of the operator, Raman Gandhi, who three years before had put in a suggestion regarding the dispatch procedure which was turned down by the Suggestion Committee. Two years later a new Dispatch Manager was appointed. Apparently, a year after his appointment he introduced what virtually amounted to the idea suggested by Mr. Gandhi.

Mr. Gandhi was furious when he heard about this and complained to the union leaders. He stated that his idea was stolen and that he will never give any new ideas under the suggestion scheme. "It is ramp" he announced. Some of his colleagues agreed with him.

At the Joint Consultative Committee meeting, the Secretary had a somewhat tough time during the heated discussion. Subsequently, as he discussed the matter with the new Dispatch Manager, the latter stated that "in any case the situation is different now. Gandhi's idea could not have been workable at that time". The Suggestion Committee discussed the matter, but failed to take any decision in this case.

Questions :

- (a) What is the problem in this case ?
 - (b) Should it be mandatory for the Suggestion Committee to give reasons if it turns down any suggestion by a worker ?
 - (c) How would you deal with the present situation ? What step would you take to avoid the recurrence of such a problem in future ?
 - (d) How would you encourage the workers to participate in the suggestion scheme of the company ?
-