



**MB 118 C (R)**

**III Semester M.B.A. Examination, July 2010**  
**Elective – C : Human Resource Management**  
**Course – 18 C : MANAGEMENT OF INDUSTRIAL RELATIONS**  
**(Repeater)**

Time : 3 Hours

Max. Marks : 75

**SECTION – A**

1. Answer **any five** questions of **all** sub questions. **Each** question carries **2** marks : **(5×2=10)**
- a) Define grievance.
  - b) What is industrial discipline ?
  - c) What is open-door policy ?
  - d) What are the principles of natural justice ?
  - e) What do you mean by code of industrial discipline ?
  - f) What is the meaning of inter-union rivalry ?
  - g) What do you mean by workers participation in management ?

**SECTION – B**

Answer **any four** questions. **Each** question carries **5** marks : **(4×5=20)**

- 2. What are the weaknesses of trade unions in India ?
- 3. Explain the functions of shop councils.
- 4. Examine the concept of participative management.
- 5. Examine the positive and negative roles of trade unions in the maintenance of industrial relations harmony.

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6. State the impact of technological change on industrial relations.
7. What is the rationale of workers participation in management ?

### SECTION – C

Answer **any three** questions. **Each** question carries **10** marks : **(3×10=30)**

8. What are the different forms that a strike can take ? What steps should be followed for taking disciplinary action against an employee ?
9. “Industrial relations refer to the process of creating an environment in which the various stakeholders can work together for a common enterprise” – critically examine the above statement.
10. Discuss the main approaches to the study of industrial relations.
11. What are the procedures provided by industrial dispute act, 1947 to deal with disputes ?
12. “Participation of workers in management is claimed to usher in an era of industrial democracy” – comment.

### SECTION – D

13. **Case Study :** **(15×1=15)**

Ramesh is a branch manager of a reputed bank and has earned a reputation for efficient operations. Recently, a divisional manager telephones Ramesh that a new branch office was to be opened in another city. The divisional manager also informed Ramesh that senior management is highly pleased with the way his branch office has been functioning in the past and would like him to recommend someone from his office for promotion as branch manager to manage the new branch.



Ramesh started analysis of his subordinate staff to determine who might make a good manager. He has narrowed his choice down to two persons within his office : Ms. Anita and Mr. Mallia. Both Anita and Mallia are young persons in early forties. Each has a management degree from reputed institutes. Anita usually seems more effective and tactful when dealing with customers. Both have low absenteeism record and either one would probably make a satisfactory manager for the new branch of the bank.

Ramesh has an impression that most people prefer male supervisors and women generally are not really interested in career and as manager might develop aggressive female tendencies. As such Mallia may be an effective manager in a new workplace. Hence he recommended Mallia for promotion as a branch manager in the bank's new branch.

**Questions :**

- 1) If you were Ramesh, whom would you recommend as head of the new branch ? Give arguments in favour of your recommendation.
  - 2) As HR manager, how would you handle Anita's feelings of being ignored ?
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