



**MB 19 C**

**Third Year M.B.A. Examination, July 2010**  
**HUMAN RESOURCE MANAGEMENT (Elective) (Group C)**  
**Course 19 C : Management of Industrial Relations**

Time : 3 Hours

Max. Marks : 75

**SECTION – A**

1. Answer **any five** sub-questions. **Each** sub-question carries **2** marks. **(5×2=10)**
- a) Define industrial relations.
  - b) What is the logic of trade unionism ?
  - c) What is inter-union rivalry ?
  - d) What is a trade union ?
  - e) What are the principles of natural justice ?
  - f) What is open door policy ?
  - g) Define grievance.

**SECTION – B**

- Answer **any two** questions. **Each** question carries **10** marks. **(2×10=20)**
- 2. Examine the concept of participative management.
  - 3. Explain the procedure of re-dressal of grievances.
  - 4. Discuss the impact of technological change on industrial relations.
  - 5. Define collective bargaining. What are its features ?

**SECTION – C**

- Answer question No. **10 (Compulsory)** and **any two** of the following. **Each** Question carries **15** marks. **(3×15=45)**
- 6. “Collective bargaining assumes collective wisdom of both management and labour”. Discuss.

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7. What are the similarities and differences between employee empowerment and worker participation in management ?
8. Explain the logic of trade unionism and critically examine the role of trade unions in the competitive global business environment.
9. Examine the constructive role of trade unions in the management of industrial relations. What managerial strategies would you recommend to deal with a multi-union situation ?
10. Case study :

Rane is a branch manager of a reputed bank and has earned a reputation for efficient operations. Recently a divisional manager telephones Rane that a new branch office was to be opened in another city. The divisional manager also informed Rane 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.

Rane 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. Malla. Both Anita and Malla 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.

Rane 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 Malla may be an effective manager in a new workplace. Hence he recommended Malla for promotion as a branch manager in the bank's new branch.

### Questions :

- 1) If you were Rane, 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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