



SY-9409

Seat No. _____

M. B. A. (Sem. IV) Examination

April / May – 2006

Management of Industrial Relations : Paper – C-4410
(New Course)

Time : 3 Hours]

[Total Marks : 100

Instructions :(1) Q. 1 and Q. 5 are **compulsory**.

(2) All questions carry **equal** marks.

1 What is management of industrial relations ? Explain how is it useful to modern managers.

2 What is the impact of emerging socio-economic scenario on management of industrial relations ?

OR

2 Write a detail note on grievance management.

3 Explain the process of collective bargaining. How is it useful to management and employees ?

OR

3 Explain :

(1) Participative management

(2) Legal framework of industrial relations.

4 Explain in detail the role and future of trade unions.

OR

4 Explain :

(1) Industrial relations and technological changes

(2) Quality management.

5 Case study :

Black panther transporting company is a flourishing company whose main activity transporting goods from one place to the other by road. It has a large fleet of heavy-duty trucks and employs a few hundred drivers. It also employs other people for other duties in various other departments such as repair department, store, godown, office management etc. It has a single but strong union. But the employer-employee relations so far have been very healthy and cordial. However of late it has become bit strained as the company has started making profit. The other day the management receives a report from the police department saying that one of their truck was involved in a major accident. The truck hit the post while trying to avoid the collision with a car and a cyclist coming from the opposite direction. Ramlal the driver efficiently avoided this collision but instead crashed into a shop killing a few people and damaging the shop and the articles in it. The police report further said that the truck was reported to be going very fast and the driver, according to medical report was found to have consumed alcohol. And was arrested later.

After receiving this report the management went through his record and found that he had many accidents to his credit, and they suspended him. However other drivers of the company did not appreciate this decision. The union has already given the warning. From reliable sources the management has come to know that the drivers are planning to go on a sudden strike so as, to paralyze the company's activities. The management, knowing fully well, that this is the season of the year when they have maximum work and the chance to, make very high profit decides to tackle it tactfully and so they have decided to call for a meeting. This is the meeting in which the management is facing the leaders from the union.

Q.1 Analyse the case

Q.2 If you are the part of management how will you tackle this issue.