



**PRESIDENCY UNIVERSITY, BENGALURU**  
**SCHOOL OF MANAGEMENT**

Max Marks: 100

Max Time: 180 Mins      Weightage: 40%

**Set B**

**COMPREHENSIVE EXAMINATION**

I Semester 2016-2017      Course: **MBA A229 Industrial Relations**

14 December 2016

**Instructions:**

- i.      Avoid false numbering.
- ii.     Write Legibly

**Part A**

Answer the following questions:

(10 Q x 2 M= 20 Marks)

1. Identify the main characteristics of industrial relations.
2. What is meant by strike according to Industrial Disputes Act, 1947?
3. What is an industrial accident?
4. Define negotiation.
5. What are 'wages' in kind?
6. What is the object of Factories Act, 1948?
7. Mention any four features of Collective Bargaining.
8. What is the contribution period under the ESI Act, 1948?
9. What is 'nursing breaks' according to the Maternity Benefits Act, 1961?
10. What is meant by 'same work or work of similar nature'?

**Part B**

Answer the following questions:

(8 Q x 5 M= 40 Marks)

1. Distinguish between legal & illegal strikes as well as legal & illegal lockouts.
2. What are the indicators of Industrial peace/ good Industrial relation?
3. Who are the members who constitute a family under ESI Act, 1948?
4. Explain the status of Transnational, Multinationals and Industrial Relations in India.
5. Discuss the procedure of revising of Minimum Wages Act, 1948
6. The history of Indian industries has been full of industrial disputes. Justify the statement.
7. What are the extra- mural functions performed by the Trade Unions?
8. Identify the causes of grievance in an industry and explain in brief.

### Part C

Answer the following questions:

(2Q x20 M= 40 Marks)

1. Highlight the main contributions of the Factories Act, 1948 with regard to health and safety provisions.

2. Read the case and answer the following questions:

Mr. shekar, Security Officer, on duty at the production site of a cement factory informed Mr. Sumit, the Senior HR Manager, on 15<sup>th</sup> June 2011 at about 9.45 p.m., that Mr. Kamal, Supervisor in the production unit, has been caught drunk and misbehaving with female workers. Considering the inebriated condition of Mr. Kamal, he was asked to leave the workplace and go home immediately, but he did not follow the instructions. Instead he started misbehaving with the security officer also; Kamal hit him at forehead with a spanner. Somehow, he was sent to his home By force with the help of security guards. On the next day, Kamal was served a notice to appear before a three- month enquiry committee consisting of Head (Security), Senior Manager ( Production ) and Senior Manager ( HR).

During the enquiry, it came to light that Mr. Kamal is a habitual drinker and often comes drunk. In the drunken state, at times, he indulged in the activities of eve – teasing the female workers on night duty. Some of the workers reported that three or four female workers are under severe mental pressure because of eve – teasing activities of Mr. Kamal; she always defends and supports him. Mr. Kamal allots least work to this female worker though she enjoys all the benefits and privileges. With the help of this female worker, Mr. Kamal tries to misbehave with other female workers. If any of the female workers resists Mr. Kamal's misbehavior, she is forced to do extra work without any extra payment for it. Majority of female workers are highly irritated against Mr. Kamal.

When Mr. Kamal asked to defend himself against the allegations, he could not give a satisfactory reply. So, enquiry committee unanimously concluded that behaviour of Mr. Kamal is not appropriate for working in night shifts with female workers. Hence, two members of the enquiry committee recommend that Mr. Kamal be dismissed. However, the third member, i.e., the production manager, was not in favour of Mr. Kamal's dismissal. He pleaded that Kamal is a technical expert and the company cannot afford to fire such a highly talented production supervisor. So, production manager recommended deduction of one month's salary of Mr. Kamal, and that he should also be sent for behaviour-modification training.

Questions:

1. What is the main issue in this case?
2. Do you approve the production manager's stand? If yes, then justify your reply with suitable arguments.
3. If you would have been one of the members of the enquiry committee, then what would have been your recommendation for the act of Mr. Kamal and why?
4. What is your advice to the head of the organization to handle this case?



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**SCHOOL OF MANAGEMENT**

Max Marks: 80

Max Time: 2 Hours

Weightage: 20%

**Set A**

**MID TERM EXAMINATION**

III Semester 2016-  
2017

Course: MBA A 229 Industrial Relations

06<sup>th</sup> October 2016

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**Instructions:**

- i. Write legibly
  - ii. Scientific and non programmable calculators are permitted
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**Part A**

Answer the following questions

(10 Q x 2 M= 20 Marks)

1. Mention any two main characteristics of industrial relations.
2. Mention any four internal factors influencing industrial relations.
3. What are fringe benefits?
4. Define 'industrial relations' according to industrial Disputes Act, 1947.
5. Who is an 'employer' according to industrial Disputes Act, 1947?
6. What is an industrial dispute?
7. Mention four different types of strikes.
8. What is settlement?
9. What is collective bargaining?
10. What is mediation?

**Part B**

Answer the following questions

(6 Q x 5 M= 30 Marks)

1. Explain in brief the judicial approach to industrial relations.
2. Explain the nature and scope of trade union.
3. Is registered trade union a legal person? Explain.
4. What are the privileges of a trade union?
5. Explain the importance of five year plans on industrial relations.
6. Explain the need to form trade union in India.

**Part C**

Answer the following questions

(3 Q x 10 M= 30 Marks)

1. Critically examine the scope and objectives of collective bargaining. (10m)
2. Read the case study and answer the questions mentioned below the case study. (each question carries 10 marks)

A metallic sheet, since its inception, had progressively established its several production units. The company began as a small enterprise in the form of a smelting unit, but soon, the company emerged as one of the largest sheet manufacturing companies in India. Each hi-tech unit of the company was equipped with futuristic infrastructure powered by cutting-edge technology and advanced machinery.

From the time of commencement of production, the company had consistently existed and upheld its quality assurance, strictly adhering to the status of quality par excellence and absolute customer satisfaction. Quality control Managers monitored every stage of manufacturing process, right from pre-production to shop floors. Shaping, designing, and other machining process underwent the same stringent checks as the final products.

The company's units observed and practised strict code of quality control and value inculcation not only in the production process but also in all other general and operational functions of organisational working. Strategies adopted by the unit for major business activities like manufacturing, marketing and staffing were customer and employee friendly. To bring

effectiveness, efficiency and excellence in the working of people and manufacturing of products, the company procured the best quality resources and services.

With such a story behind the creation and flourishing of the company that had established itself as one of the most stalwart, quality conscious and avant-garde metal sheet manufacturer companies in the Indian economy, the company lost its 59-year-old Chairman. It was the vision of its chairman which could push the company to such a great heights.

After the death of the company chairman, his son took over as the new chairman of the company and maintained a fine combination of quality, precision and workmanship to embark upon appreciable growth plans for the future. Under the leadership of the new chairman, the core values exclusively observed and practised by the company are corporate citizenship, honesty, transparency, effective, employee utilisation, customer orientation and team orientation. These core values supposed the company to achieve the corporate objectives of developing human assets through effective training, product innovation through design and development, meet and exceed customer requirements, increase customer satisfaction and quality improvement through control of rejection, optimum utilisation of resources, waste reduction at all stages and explore national and international markets. For effective financial management, the new chairman exercised cost cutting in all the heads of expenditure for optimum funds utilisation, and consequently, saved approximately 7-8% revenue in comparison to last two years.

With all these adventurous and visionary qualities, the new chairman was compromising towards the benefits of employees. In December 2012, the company undertook a mass recruitment drive to bring workers for one of its new smelting plant. After an in-house training of three months, workers started working in the plant. On 12<sup>th</sup> June 2013, a fire broke out at the furnace site and 3 workers died on the spot and 7 got seriously injured. Injured were immediately shifted to some private hospital, where workers could not get proper treatment because of non-availability of specialist doctors for treatment. Co-workers of the injured started pressurising the top-level management to shift the injured workers to ESI hospital, but the management was reluctant to do so. Because of the management's reluctant attitude, two workers died due to the lack of proper treatment. Consequently, employees of the company started agitating and a trade union came into existence. Under the banner of the newly emerged union, employees of the company went on strike, with the existing demand of proper treatment and compensation for the injured/dead and other benefits to all without any discrimination. It is mentioned here that during the tenure of old Chairman, the company was having no trade union because satisfaction was of utmost importance for him. The new management of the company hardly gave any ear to the demands of the employees and, consequently newly emerged union planned gherao of the new chairman and the crowd of the workers because uncontrolled and hurled brickbats against management, resulting in the registration of police cases against both, the new chairman as well as the management people, and also, against workers' leaders. Investigations revealed that because of compromising attitude for the benefits of employees, the new chairman did not provide even some of the benefits which were necessary under statutory provisions of the state like benefits of

ESI coverage, and consequently, the company is facing one of the severe strike and criminal cases against its management and workers..

**QUESTIONS:**

1. As HR Manager of the company, how would you handle the situation now and restore the relations prevalent earlier?
2. What could have been the reasons behind not sifting the injured workers to the ESI hospital? Was the new chairman justified in doing so? Yes or no, why?



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