

AP-274

M.B.A. Semester-III Examination
MANAGEMENT OF INDUSTRIAL RELATIONS

Paper—MBA/3301/H

Time—Three Hours]

[Full Marks—70

Note :—(1) Attempt **ALL** questions.

(2) Figures to the right indicate full marks.

SECTION—A

1. (a) "Managers and Supervisors need to develop competence in handling industrial relations. Employee empowerment through quality circle's can add value to their efforts."—Comment. 14

OR

- (b) What is conciliation ? Discuss the process of conciliation. 14

SECTION—B

2. (a) "Indian industrial relations today needs to widen its horizon to concern itself with the larger social and national interest."—Explain. 7

UWO—46722

1

(Contd.)

- (b) "Employees perceive IR as a method to improve their conditions of employment, to voice any grievances, to exchange views and ideas with management, and to share in decision making." Do you agree with this statement ? Justify your answer.

7

OR

- (c) Explain the role of state in improving industrial relations.
- (d) KSB pumps is a pioneer pump manufacturing company situated in Chinchwad, Pune. What started in a small venture today has grown into a large size industrial unit. Moreover, the areas of Pimpri-Chinchwad, Akurdi have been now transformed into rich suburban city. Analyse the socio-economic participation of workers and their families thereof in the present scenario.

7

7

3. (a) Explain the strategies and techniques adopted by the management to keep their plant union free.

7

UWO—46722

2

(Contd.)

SECTION—C

5. Chitale Food Products, Pune is a highly reputed business house since the last 80 years. It is a family business which has now been inherited by Mr. Prakash Chitale, who has transformed the business using highly modern production unit supported by latest technology machines.

Mr. Prakash has tried his best to explain to the workers of the organisation, the need for discipline in handling these machines. But over the years the workers have been treated as family members and do not appreciate being controlled. Today the business has grown and the market has been extended to not only different parts of the country but also around the world.

Mr. Prakash is facing a dilemma in managing discipline in operations which is the reason for his anxiousness. Highly technological modern machines require proper maintenance and careful handling, otherwise breakdowns can occur which are very costly to manage or result into accidents causing injury or even death.

- (i) Explain the importance of maintenance of discipline in light with modern technology.
- (ii) "Productivity and discipline go together."—Comment.
- (iii) Suggest action plan for Mr. Prakash in resolving the dilemma.

5

4

5

UWO—46722

5

925

- (b) "Employees join unions because of job dissatisfaction and they perceive that the unions can remove such dissatisfaction."—Do you agree with the statement ? Justify. 7

OR

- (c) Define a trade union. Why do employees join unions ? 7
- (d) Arihant Autospare Parts Ltd. is an industrial unit situated in Chakan MIDC, Pune. In the early years of its establishment, it faced labour problems generated by politically and criminally supported miscreants. After a few years the company decided to hire a labour contractor who supplied the required labour and the company had no obligations.

In the light of the above reference explain the direction of trade union movement. 7

4. (a) "The structure, content and form of workers' participation in management depends on the political ideology and systems adopted by a particular society."—Explain. 7

(Contd.)

- (b) Vulcan Distilleries Chikalthane MIDC, Aurangabad was established because of the availability of suitable water for distillation and ample labour source in the region. After bifurcation of the region into different state assembly constituencies, political leaders left no chance to create conflicts in the industrial region. As a result Vulcan was closed down. But soon the workers realised this was not in their benefit and they approached the management with their leadership for productive bargaining with a positive attitude. Today Vulcan Distilleries has regained its past glory. Explain the need and importance of productive bargaining in light of the above case.

7

OR

- (c) What is co-ownership ? Explain.
- (d) Vishnu Packaging realised the growth in the sector and decided to utilise Japanese management methods in transforming the organisation into a very high productive one. The complete process was defined and employees were made accountable respectively for their part in managing operations. The result were much better than expected and the conflicts level was very low. In light of this explain the importance of participative management.

7

7