

[This question paper contains 2 printed pages.]

Sr. No. of Question Paper : 1407

F-7

Your Roll No.....

Unique Paper Code : 1091508

Name of the Paper : Management of Industrial Relations

Name of the Course : **Bachelors in Management Studies (BMS)**

Semester : V

Duration : 3 Hours

Maximum Marks : 75

**Instructions for Candidates**

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Answer **all** questions. Internal choice is given.
3. Number the questions clearly and correctly.

1. (a) Discuss the features of Indian Labour ? (3)  
(b) Discuss the objectives and advantages of workers' participation in management. What have been the results of introducing this approach in India ? (7)
2. (a) What is Industrial conflict ? Briefly explain the various ways to minimise Industrial conflict ? (4)  
(b) "Industrial relations in India are not conducive to rapid Industrial Growth". Do you agree ? Discuss the various approaches to Industrial Relations ? (6)
3. Explain how does political interference affect the working of trade unions ? Discuss briefly the ways to strengthen Trade unions in India ? (10)

**OR**

*P.T.O.*

Discuss the importance of collective bargaining to both employer and employees. What are the different levels in collective bargaining ? Discuss the trend and practice of Collective Bargaining in India ? (10)

4. Case Study :

Shivam is a Industrial relations manager in Ajay Cycles, A Bicycle manufacturing plant. Last week a contract employee working as an operator on the shop floor met with an accident leading to loss of his leg. He met with an accident after being hit at 10.00 PM by a truck that was carrying goods in the night from the factory premises to the container which was scheduled to reach the Consumer's factory premises. The operators shift timings are 9.00am to 6.00pm. The reason for his stay at that time has not yet been figured out and also the site of accident is almost 2 kms away from the factory premises. He has asked for compensation which the management has refused. The labour union is now supporting him and threatening to go on strike.

- (a) Is the management bound to compensate the operator ? What should it do ? (5)
- (b) Is the labour union justified in threatening to go the strike ? (5)
5. What do you understand by the term 'Absenteeism' ? As a Industrial relations manager what steps will you take to control absenteeism in your organization ? (10)
6. Discuss the concept of labour turnover ? What can be the probable causes of labour turnover ? How can it be controlled ? (10)
7. Write short notes on any **three** : (3×5=15)
- (a) Suggestion Scheme
  - (b) Grievance redressal
  - (c) Layoff and retrenchment
  - (d) Employee Empowerment
  - (e) Quality circles