

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH**

**Program: PGDM /MMS - HR (Batch 2017-2019) - IV TRIM**

**Subject: Industrial Relations**  
**(End Semester examination)**

Maximum Marks: 25

Duration: 2 hours

Date: 27.09.2018

Answer any two questions from Questions 1-4. Each question carries 8 marks.

Q.1. In the Asian Paints case,

- a. If you were to pick up the main reasons for the strike, what were they?
- b. Evaluate the management decision to declare the lock out? Was it avoidable?

Q 2. In the case of industrial unrest at Tesco Cranes

- a. What factors led to the breakdown of industrial relations?
- b. What issues must Gera consider and address before planning ahead?

Q3. In the People Management fiasco in Honda Motorcycles and Scooters India Ltd

- a. What were the causal roots for the perception of unfairness by the workers?
- b. How did the business strategy affect the IR strategy? How would you evaluate the effectiveness of the approach?

Q4. In the case of Rise and fall of small group activity at Green Fertilizers Ltd

- a. What factors led to the success of the employee participation in operations improvement?
- b. What criteria would you adapt to evaluate the long term sustainability of the initiative?

2. Please answer the following questions in not more than 50 words each (Any three). Each question carries 3 marks.

- a. What is strategic choice model in Industrial relations systems?
- b. What are the three key roles played by the state in Industrial Relations?
- c. What is your view about union avoidance strategies employed by some companies?
- d. How do you evaluate the choice of conflict resolution methods for settlement of industrial conflicts in India?
- e. What is the essential difference between 'Employment Relations' and 'Industrial relations'?
- f. What are the two faces of unionism - monopoly versus collective voice?

\*\*\*\*