

Program

PGDM- MMS HR, (Batch 2016-18-) ivth Tri/, End Sem Exam paper, Subject: -Industrial Relations -

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

Program: PGDM- MMS - HRD (Batch 2016-2018) - IV TRIM

Subject: Industrial Relations
(End Semester examination)

Maximum Marks: 25

Duration: 2 hours

Date: 20/09/2017

The candidates are allowed to bring the only texts of their respective cases.

Answer any one question from Questions 1(a),(b) or 1(c) It carries 15 marks. Question no 2 carries 10 marks.

1. a. Kindly refer to the case of Honda Motor cycle and Scooters India Ltd and answer the following questions:

- i. What contextual factors influenced the breakdown of industrial harmony in HMSI?
- ii. What was the strategy pursued by the management and what were the fallacies in the strategy.
- iii. What was the role played by the state in the industrial conflict?

b. With reference to the Maruti Suzuki cases, please answer the following questions:

- i. What were the issues at the root of the unrest at Maruti Suzuki India Ltd in 2011?
- ii. Evaluate the strategic options before MIL and impact of its choice on the business outcomes.
- iii. Can the workers be denied the right to strike? Explain your logic.

c. In the MRF United Workers' union Case:

- i. Explain the legal dilemmas faced by the management and the logic for the choices it made.
- ii. Evaluate the role of state in dealing with the industrial conflict at MRF.
- iii. In the light of the above case, what views you have about the effectiveness of conflict resolution process in India?

2. Describe the following terms in not more than 100 words each (Any Two).

- a. Trade union Theories by Robert Hoxie
- b. Trade union Theories by Sidney and Beatrice Webb
- c. Models for stages in industrial relations by Agarwal.
- d. The Code of discipline ,1958
- e. The Three -tier IR model of Kochan, Katz and McKersie.
- f. ILO concept of decent workplace.
- g. Pluralistic Model for Industrial Relations
- h. Statutory Process for conflict resolution in India.