

May 2017
M. B. A. (Hospital Administration) Examination
Fourth Semester
INDUSTRIAL RELATIONS AND LABOUR LAW

Time 3 Hours]

[Max. Marks 80

Note : The paper have two sections A and B. Section A, worth 48 marks will comprise of five theory questions out of which a student will be required to attempt any three questions. All questions carry equal marks i.e. 16 marks each. Section B, worth 32 marks will contain one or more cases.

Section A

1. Discuss the impact of Globalisation on Industrial Relations in Hospital Industry.
2. Discuss the role played by Labour Court and Industrial Tribunal in maintaining harmonious Industrial Relation.
3. Discuss the impact of Technology and Economic reforms on Trade Unions. What suggestions would you give to develop it in your own working resume.
4. What do you understand by management of Grievances? Discuss key features of a good grievance handling procedure and the steps involved in it.
5. Write short notes on any two of the following :
 - (a) Workers Participation in Management.
 - (b) Quality of Work Life.
 - (c) Conflict Vs. Collaboration Model in IR.
 - (d) Productivity Bargaining Gain Sharing.

Section B

Case Study

A State Road Transport Corporation has been providing passenger transportation facilities since 1966. It has been extending its operations from one region to another by nationalising the private passenger transport companies in a phased manner. Presently it is operating its services in 80% of the routes in the State. It nationalised two routes in East Godavari District in the State in October, 1999. Normally it absorbs all the employees working in passenger transport companies before nationalisation and fixes their wages at par with the scales of similar categories of jobs in the corporation.

The pay scale in the corporation are determined on the basis of mutual agreement between the management and the recognised trade union. The scales are revised once in three years and the recent agreement came into force with effect from September, 1999. There are two classes in the drivers category i.e., Class I (drivers working on long distance buses) and Class II (drivers working on short distance routes). The pay scale of Class II drivers is enhanced from Rs. 2,800-4,200 to Rs. 4,000-6,000 (with effect from September, 1999) in consequence to the latest agreement. The agreement further says that the pay scales of the drivers drawing pay in the scale of Rs. 2,800-4,200 will be fixed in the scale of Rs. 4,000-6,000.

The Corporation absorbed 10 drivers who were with the private passenger transport companies consequent upon the recent nationalisation of two routes. The personnel department fixed the scale of these 10 drivers in the scale of Rs. 2,800-4,200 and it rejected their pleas of fixing their pay in the scale of Rs. 4,000-6,000 saying that only the drivers drawing the scale of Rs. 2,800-4,200 are now eligible to draw the new scale of Rs. 4,000-6,000. The Corporation has set up both the grievance machinery and the collective bargaining machinery to resolve employee problems. These drivers submitted this issue to the foreman who is their immediate superior. The foreman told them to raise this issue in collective

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