

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA– SEMESTER –3-EXAMINATION – WINTER-2023

Subject Code:4539293

Date: 04-12-2023

Subject Name: Management of Industrial Relations and Labour Laws

Time:10:30 AM TO 01:30 PM

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

- Q.1 Answer the following in brief** **14**
1. Layoff
 2. Factory
 3. Industry as per industrial dispute act
 4. Arbitration
 5. Labour Welfare
 6. Strike
 7. Child as per Child labour act
- Q.2 (a)** Discuss “Trusteeship” theory of Mahatma Gandhi & also explain how it can be applied in managing Industrial relations? **07**
- (b)** What do you mean by standing orders? State the matters to be provided in standing order under Industrial Employment Standing Order Act, 1946 **07**
- OR**
- (b)** Elaborate the Principles of labour welfare. Explain the types of labour welfare in detail. **07**
- Q.3 (a)** State the provisions of the factories act, 1948 regarding Safety and Health. **07**
- (b)** Define the “Contract Labour”. Explain the prohibition of employment of Contract Labour. **07**
- OR**
- (a)** Explain the causes for industrial disputes and examine its impact on industrial relations. **07**
- (b)** Is there any fundamental right for strike? What are the legal provisions concerning strikes and lockouts? **07**
- Q.4 (a)** What are the important Supreme Court’s guidelines on the sexual harassment of women in workplace? **07**
- (b)** “Effective Grievance redressal is sure antidote to industrial strife- yet largely ignored in India.” Discuss and work out the outline of Model Grievance procedure for a public sector telecom company **07**
- OR**
- (a)** “Workers Participation in Management is essential to industrial democracy and Socialistic pattern of society”. In the light of the statement, discuss the role of Workers Participation in Management. **07**
- (b)** Give the definition of Discipline. Explain the procedure for disciplinary action **07**

Q.5

For Bata, labor had always posed major problems. Strikes seemed to be a perennial problem. Much before the assault case, Bata's chronically restive factory at Batanagar had always plagued by labor strife. In 1992, the factory was closed for four and a half months. In 1995, Bata entered into a 3-year bipartite agreement with the workers, represented by the then 10,000 strong BMU, which also had the West Bengal government as a signatory. On July 21, 1998, Weston was severely assaulted by four workers at the company's factory at Batanagar, while he was attending a business meet. The incident occurred after a member of BMU, Arup Dutta, met Weston to discuss the issue of the suspended employees. Dutta reportedly got into a verbal duel with Weston, upon which the other workers began to shout slogans. When Weston tried to leave the room the workers turned violent and assaulted him. This was the second attack on an officer after Weston took charge of the company, the first one being the assault on the chief welfare officer in 1996.

In February 1999, a lockout was declared in Bata's Faridabad Unit. Middleton commented that the closure of the unit would not have much impact on the company's revenues as it was catering to lower-end products such as canvas and Hawaii chappals. The lock out lasted for eight months. In October 1999, the unit resumed production when Bata signed a three-year wage agreement. On March 8, 2000, a lockout was declared at Bata's Peenya factory in Bangalore, following a strike by its employee union. The new leadership of the union had refused to abide by the wage agreement, which was to expire in August 2001.

Following the failure of its negotiations with the union, the management decided to go for a lock out. Bata management was of the view that though it would have to bear the cost of maintaining an idle plant (Rs. 3 million), the effect of the closures on sales and production would be minimal as the footwear manufactured in the factory could be shifted to the company's other factories and associate manufacturers. The factory had 300 workers on its rolls and manufactured canvas and PVC footwear. In July 2000, Bata lifted the lockout at the Peenya factory. However, some of the workers opposed the company's move to get an undertaking from the factory employees to resume work. The employees demanded revocation of suspension against 20 of their fellow employees. They also demanded that conditions such as maintaining normal production schedule, conforming to standing orders and the settlement in force should not be insisted upon.

In September 2000, Bata was again headed for a labour dispute when the BMU asked the West Bengal government to intervene in what it perceived to be a downsizing exercise being undertaken by the management. BMU justified this move by alleging that the management has increased outsourcing of products and also due to perceived declining importance of the Batanagar unit. The union said that Bata has started outsourcing the Power range of fully manufactured shoes from China, compared to the earlier outsourcing of only assembly and sewing line job. The company's production of Hawaii chappals at the Batanagar unit too had come down by 58% from the weekly capacity of 0.144 million pairs. These steps had resulted in lower income for the workers forcing them to approach the government for saving their interests.

- (a) Maintaining good industrial relations have always been a problem for Bata. Why? 07
- (b) The role played by the Bata Mazdoor Union (BMU) seems to have been more of a destructive one than constructive one in the state of affairs at Bata. Comment. 07

OR

- (a) Critically analyze the negotiation process by keeping the above situation in mind. 07
- (b) If you were in the position of HR Head, how would you have tackled the entire situation? 07
