

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA - SEMESTER– III EXAMINATION – WINTER 2019****Subject Code: 3539232****Date: 04-12-2019****Subject Name: Management of Industrial Relations and Labour Laws****Time: 10:30 AM TO 1.30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1 Define the following terms. (2 marks each) 14**
- (a) Lock out
 - (b) Worker (as per Factories Act, 1948)
 - (c) Collective Bargaining
 - (d) Discipline
 - (e) Occupier
 - (f) Grievance
 - (g) Arbitration
- Q.2 (a) Define the term Industrial Relations. What are the approaches to Industrial relations? Mention the objectives of Industrial relations. 07**
- (b) Explain in detail: ‘Standing Order’. Mention the objectives of Standing Order Act. 07**
- OR**
- (b) Define ‘Strike’ under Industrial Disputes Act, 1947. Describe the provisions related to Illegal Strike. 07**
- Q.3 (a) You are recruited as IR manager of Plastic manufacturing company. Design a grievance handling procedure for your company. 07**
- (b) “The concept of workers participation management leads to healthier Industrial relations.” Comment. Explain the concept of WPM and its function in Indian Context. 07**
- OR**
- Q.3 (a) Elucidate the concept of Labour Welfare. Describe statutory and non-statutory labour welfare activities. 07**
- (b) Write a note on various sections under chapter of ‘Annual leave with wages’ as per Factories Act, 1948. 07**
- Q.4 (a) Collective Bargaining is a crucial mechanism for healthy relationship between employer and workers. With reference to this statement, elaborate the concept and importance of collective bargaining. Cite an example of Indian organization for the same. 07**
- (b) What is Contract Labour? Explain the prohibition of employment of contract labour. 07**
- OR**
- Q.4 (a) What are the important Supreme Court’s guidelines on the sexual harassment of women in workplace? Explain in detail. 07**
- (b) Explain the appointment of registrar, procedure for registration and cancellation of registration of a Trade Union under the Trade Unions Act, 1926. 07**

Q.5

CASE STUDY: Sexual Harassment at Aaroohi Plastics Ltd.

The Supreme court's judgement in 1997 in the Visobha case has made it mandatory for every organisation to continue Workplace Harassment Committee (WHC). Also called Sexual Harassment Committee. In today's organisations, majority of the disputes revolve around harassment of women at workplaces. At Aaroohi too there is a WHC constituted ahead of other companies. There is a sexual harassment policy in place which can be accessed through HR policies on intranet site. There is zero tolerance towards harassment and this policy applies to all employees whether permanent, contractual or outsourced.

An employee faced with harassment at or outside the workplace, is required to submit his or her complaint to WHC. The WHC will then carry out independent investigation and offer a redressal to the victim within 12 working days. Findings by the WHC are submitted to higher management together with the action that might be taken against the accused. Action varies from a simple reprimand to termination depending upon the severity of the case. The WHC may also recommend a legal course of action on a case to case basis.

Each division of Aaroohi has its own WHC. The HR team identifies a group of employees from key teams within the divisions. Senior managers are not involved within committees. The WHC will have an external female re-presenting an NGO. It is the responsibility of the committee to investigate into complaints, initiate disciplinary action against the accused and ensure that harassed employees are not further victimize. The members of the WHC shoulder additional responsibility of sensitizing all employees about the harassment of women and its consequences. So far at Aaroohi there have been a total of 13 cases that were brought to the notice of WHC during the past 7 years. Of this, 10 were valid complaints. Amongst these 10, services of 4 were terminated and in remaining 6 cases warning letters were issued. 2 of these 6 resigned subsequently.

As part of voice survey, feedback is sought from all employees on how safe and unbiased they find the workplace. The scores on these questions are closely monitored by the HR executives to identify teams with low scores. For such low score teams workshops are organised to sensetise employees about workplace harassment and remedial available.

Questions:

- (a) Do you think Workplace Harassment Policy of Aaroohi is full-proof? Find out the loop holes in the policy. **07**
- (b) As an IR manager, give your suggestions to make WH policy more sound and relevant. **07**

OR

- Q.5** (a) What is your opinion about usefulness of WHC in general? It has been observed that more cases of harassment are muted up than being reported. Comment in this observation. **07**
- (b) Give your suggestions for designing effective workshops for sensitizing employees regarding workplace harassment. **07**
