



MEASI INSTITUTE OF MANAGEMENT

CHENNAI-14

Approved by All India Council of Technical Education and
Affiliated to the University of Madras, ISO 9001:2015 Certified Institute

CASE STUDIES

INDUSTRIAL AND LABOUR RELATIONS

Case Study Number	1
Level of Teaching	L3
Program Outcomes Covered	PO1, PO2, PO4, PO5, PO6, PO7
Course Outcome Covered	C202.3
<p>The loyal employee Raman is the Sales manager of a reputed Corporation. He has 25 employees in his department, and all are paid commission for their sales in their territories. For the past 3 years, the market for the company's goods has been steadily growing and the majority of Raman's staff have met this growth with increased sales. However, one employee in particular, Gopal has not kept up with the pace. Gopal has been with this corporation for over 20yrs and is now 56 yrs old. He is a friendly man and is liked by all his peers and those to whom he sells the company's products on a regular basis. The company has always considered Gopal dependable and loyal. Through the years, he has been counted as an asset to the company, but at the age of 56, he has gone into an age of semi-retirement. Gopal's sales have not increased as others have and he does not have the determination to acquire a significant increase in sales. Raman wishes to change this situation. He wants to motivate Gopal into increasing his sales to match that of his younger peers. To do this, Gopal must begin to do more than just put in his time, but Raman is not sure how to go about trying to motivate him. Unlike the majority of new employees, Gopal is an old man, who within a few years will reach the age of retirement. If you were Raman, the sales manager, what would you do?</p>	



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Case Study Number	2
Level of Teaching	L3
Program Outcomes Covered	PO1, PO2, PO4, PO5. PO6, PO7
Course Outcome Covered	C202.3
<p>Mr. ANUSH is a habitual absentee and remains absent without any intimation and proper sanction of leave. His absentee records show that he remained absent from his duties without proper sanction of leave for 96 days during the last one year. He was advised number of times to improve his attendance but despite verbal advises and assurance given to him, he has not shown any improvement in his attendance. Habitual absence on the part of an employee is major misconduct under Standing orders no. 22(iv) of the Company. As an IRO officer of the company you have to issue him a charge-sheet for 'Habitual Absence.' Please draft the charge sheet to be issued to the concerned employee.</p>	

Case Study Number	3
Level of Teaching	L3
Program Outcomes Covered	PO1, PO2, PO4, PO5. PO6, PO7
Course Outcome Covered	C202.3
<p>The Union of the workers given a Demand Notice U/s 2k of I.D Act to the Management and negotiation on the said Demand Notice are going on between the management. The Union has told the workers to adopt go slow tactics and as a result thereof Mr. A while on duty on 17.02.2K at 04:00 pm in combination with others deliberately slowed down the work and also instigated M/s B, C & D to adopt 'go slow' tactics. Mr. A also threatened Mr. E who did not follow his suit. Slowing down production in concerted manner and threatening workers on duty is misconduct under the Certified Standing Orders of the Company. Please frame a charge sheet to be issued to Mr. A CASE .</p>	



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Case Study Number	4
Level of Teaching	L3
Program Outcomes Covered	PO1, PO2, PO4, PO5, PO6, PO7
Course Outcome Covered	C202.3
<p>Suresh was just promoted as a shift officer. The promotion became effective when his immediate superior Mr. Sharma was out of town for a few days. Due to illness of Suresh's subordinate the work schedule was not being met. He decided to pitch in and help spending about four hours daily in production. When Mr. Sharma returned to his work, Suresh is not available, as he is not working on the shop floor. He is upset and tells him that it is the function of the supervisor to accomplish work with and through other people and not do it himself.</p> <ol style="list-style-type: none">1. What was the initial problem in this case?2. Tick the alternative you would select to solve future problems when workers are not available: (a) Let the scheduled work be late and catch up when the worker returns (b) Lend a hand as Suresh did in this case. (c) Prepare back up for emergency (d) Workout an acceptable compromise with the superior.3. Evaluate each of the alternatives in terms of their advantages and disadvantages to the company, to the workers and to Suresh.4. How would you implement the alternative that you have selected?	



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Case Study Number	5
Level of Teaching	L3
Program Outcomes Covered	PO1, PO2, PO4, PO5, PO6, PO7
Course Outcome Covered	C202.3
<p>Mr. Ram Kumar, code No. 447 is working in the cross-winding section of unit-III of MSML on 05.06.2012. He reported for duty in the evening shift timing being from 3pm to 11pm. On the said date at about 3pm, Sh. Arvind Kumar, shift officer who is superior instructed him to work on machine no.35 instead of machine no.14 on which he has also worked previously. But he willfully disobeyed his order and was found loitering in the department upto 4pm. Mr. Arvind Kumar at about 4pm again instructed him to work on machine no. 35 but, Mr. Ram Kumar without any provocation lost his temper and said to him “Main Kisi sale ki parwah nahi karta. Tumhe main bahar dekh loonga.” After that he left the department without any permission. The above conducts on the part of Mr. Ram Kumar are major misconducts under certifies Standing Order No. 22(1), 22(8), 22(9), 22(24) & 22(31). Please draft a charge sheet to be issued to Mr. Ram Kumar</p>	

Reference:

<https://www.citehr.com/83079-12-industrial-relations-ir-case-study-example.html>