

"A man is  
great by  
deeds, not by  
birth"

-Chanakya

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INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE



Case Study

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**KSRTC: Breakdown of Employee Relations  
in the Corporation on Wheels**

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**Please contact the corresponding authors if you would like to access the full case.**

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## **KSRTC: Breakdown of Employee Relations in the Corporation on Wheels**

### **Abstract:**

This case deals with the dilemma of Mr. Biju Prabhakar, the CMD of Kerala State Road Transport Corporation (KSRTC) on how to make the organization profitable and sustainable. The corporation even in not a position to pay salary to its employees from its own income. KSRTC which is running in loss since decades is surviving with the support from the government. However, the trade unions and the employees are opposing every move of management to bring the corporation to track. The carrot and stick approach by management has led to employee relations problem in KSRTC. The case presents an analysis of the employee relations situation and role of actors in managing the employee relations climate.





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