

Registration no:

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Total Number of Pages: 01

MBA
MBA405C

4th Semester Back Examination – 2016-17

INDUSTRIAL RELATIONS

BRANCH(S): MBA

Time: 3 Hours

Max marks: 70

Q.CODE : Z916

Answer Question No.1 is compulsory and any five from the rest.

The figures in the right hand margin indicate marks.

- Q1 Answer briefly the following questions: (2 x 10)**
- a) Differentiate dispute and grievance?
 - b) What is distributive bargaining?
 - c) What is code of discipline?
 - d) What is a settlement?
 - e) What is the role of labour court?
 - f) Outline the features of standing labour committee?
 - g) Who are the actors in the industrial relations?
 - h) What is industrial democracy?
 - i) Give four examples of industry level trade unions.
 - j) What are the values of Industrial relations?
- Q2** What is meant by Workers' Participation in Management (WPM)? Explain different agencies of WPM. **(10)**
- Q3** Discuss the process of grievance management. **(10)**
- Q4** Explain the methods dispute resolution mechanism in an industry. **(10)**
- Q5** What is a trade union? Describe Gandhian approach to the theories of trade union. **(10)**
- Q6** Define Collective Bargaining. Discuss the process of collective bargaining. **(10)**
- Q7** What is Industrial Relations (IR)? Discuss different approaches to IR **(10)**
- Q8 Write short notes(any Two) (5 x 2)**
- a) International labour Organization(ILO)
 - b) White collar union
 - c) Registration of trade union