



SN – 436

V Semester B.B.M. Examination, November/December 2014

(Prior to 2014-15) (Repeaters)

BUSINESS MANAGEMENT

E-1 : Paper – II : Industrial Relations

100 – 2013-14 Only

90 – Prior to 2013-14

Time : 3 Hours

Max. Marks : 100/90

Instructions : 1) Answers should be written only in **English**.

2) Sections **A, B** and **C** to be answered by **all repeaters (90 marks)**.

3) Section **D** to be answered by students of 2013-14 **only (100 marks)**.

SECTION – A

Answer **any ten** sub-questions. **Each** sub-question carries **2** marks.

(10×2=20)

1. a) Define the term trade union.
- b) What do you understand by industrial relations ?
- c) What is bargaining power ?
- d) Name the parties/organisations involved in industrial disputes.
- e) List two prerequisites for effective participation.
- f) Define grievance.
- g) What is conciliation ?
- h) What is industrial democracy ?
- i) Give two causes of industrial conflicts.
- j) Expand the term BMS and CITU.
- k) Who are the three actors of industrial relations ?
- l) What do you mean by job turn out ?

P.T.O.



SECTION – B

Answer **any five** questions. **Each** question carries **5** marks.

(5×5=25)

2. What are the objectives of industrial relations ?
3. Discuss the characteristics of trade unions.
4. What is the importance of collective bargaining ?
5. Which factors cause grievances among employees ?
6. Briefly explain the approaches to discipline.
7. What is voluntary arbitration ? What are the advantages ?
8. Discuss the objectives of workers participation in management.

SECTION – C

Answer **any three** questions. **Each** question carries **15** marks.

(3×15=45)

9. Explain the labour movement trends in India.
10. Discuss the problems of trade unions in India.
11. Explain the different steps of a grievance procedure.
12. How do you prevent industrial conflicts ? Explain
13. Discuss the various types of workers participation in management.

SECTION – D

(To be answered by students of 2013-14 only)

10

14. Explain the causes for industrial conflicts.
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