

C 1039

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Name.....

Reg. No.....

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2021

(CUCBCSS—UG)

B.B.A.

BBA VIB 14—INDUSTRIAL RELATIONS (HUMAN RESOURCE MANAGEMENT  
SPECIALISATION)

Time : Three Hours

Maximum : 80 Marks

**Section A (Objective Questions)**

*Answer all questions.*

*Each question carries 1 mark.*

Choose the correct answer :

1. Industrial relations cover the following area (s) :

- |                                   |                        |
|-----------------------------------|------------------------|
| a) Collective bargaining.         | b) Labour legislation. |
| c) Industrial relations training. | d) All of the above.   |

2. In Marxist approach, concerns with wage related disputes are :

- |              |                    |
|--------------|--------------------|
| a) Primary.  | b) Secondary.      |
| c) Tertiary. | d) Not considered. |

3. Trade unions are formed :

- |  |
|--|
| a) To provide job security to the workers. |
| b) To negotiate with management.           |
| c) To safe guard the interest of workers.  |
| d) All of the above.                       |

4. Which of the following are essential prerequisites of workers participation in management ?

- |  |
|--|
| a) Free flow communication and information.            |
| b) Mutual trust between parties.                       |
| c) Avoidance of participation of outside trade unions. |
| d) All of the above.                                   |

Turn over

5. Which of the following are the basic objectives of code of discipline ?
- Maintain peace and order in industry.
  - Avoid work stoppage in industry.
  - Promote opinions from all levels of management and employment.
  - All of the above.

Fill in the blanks :

- The primary objective of industrial relation is to bring \_\_\_\_\_ relations between employer and employees.
- Industrial relations are regulated by the \_\_\_\_\_ in varying degrees.
- \_\_\_\_\_ have a protecting role of safe guarding workers interests.
- The process of including workers in the decision making is called \_\_\_\_\_.
- The term \_\_\_\_\_ refers to a condition in the organisation where employee conducts himself in accordance with the organisation's rules and standards of acceptable behaviour.

(10 × 1 = 10 marks)

### Section B (Short Answer Questions)

*Answer at least five questions.*

*Each question carries 4 marks.*

*All questions can be attended.*

*Overall Ceiling 20.*

- Define Grievance.
- What do you mean by industrial unrest ?
- What is autocratic discipline ?
- What do you mean by collective bargaining ?
- What is inter-individual conflict ?
- Define quality circle.
- What is negative discipline ?
- Define industrial disputes.
- What do you mean by perceived conflict ?
- What are Guerrilla unions ?

(5 × 4 = 20 marks)

**Section C (Short Essay Questions)**

*Answer at least four questions.*

*Each question carries 8 marks.*

*All questions can be attended.*

*Overall Ceiling 32.*

21. Discuss the nature of industrial relations.
22. What are the features of trade union ?
23. What are the methods of identifying grievances ?
24. What are the potential benefits of gain sharing ?
25. What are the aims and objectives of discipline ?
26. Explain the stages of employee empowerment.
27. Discuss the objectives of worker's participation in management.
28. Discuss the features of total quality management.

(4 × 8 = 32 marks)

**Section D (Essay Questions)**

*Answer any one question.*

*The question carries 18 marks.*

29. Explain the factors affecting industrial relations.
30. Discuss the benefits and problems of quality circles.
31. Discuss the various measures to strengthen the trade union movement in India.

(1 × 18 = 18 marks)

