

B.B.A./B.B.M. DEGREE (C.B.C.S.S.) EXAMINATION, APRIL 2021**Sixth Semester****Core Course—INDUSTRIAL RELATIONS****(Common for B.B.A and B.B.M.)****(2013 – 2016 Admissions)****Time : Three Hours****Maximum Marks : 80****Part A****Answer all questions.****Each question carries 1 mark.****Define :**

1. Employment services.
2. Statutory welfare measures.
3. workplace hazards.
4. Absenteeism.
5. Collective bargaining.
6. Union rivalry.
7. Shop councils.
8. Decisive participation.
9. Industrial peace.
10. Labour policies.

(10 × 1 = 10)**Part B****Answer any eight questions.****Each question carries 2 marks.**

11. What is labour contract?
12. What are industrial conflicts?
13. What are trade union?
14. What is works committee?
15. What are fringe benefits?

Turn over

16. What are the social causes of poor IR?
17. What do you mean by participative management?
18. What is grievance procedure?
19. What are wage scales?
20. What are unfair labour practices?
21. Why collective bargaining is treated as a bipartite process?
22. What is child labour?

(8 × 2 = 16)

Part C

Answer any six questions.

Each question carries 4 marks.

23. Discuss the nature of Industrial Relations.
24. Explain the causes of poor industrial relations.
25. Describe the functions of employees organisation.
26. Discuss the factor of industrial relations.
27. Explain the actors of industrial relations.
28. Discuss the characteristics of collective bargaining.
29. Explain the quality circles in global context.
30. Discuss the objectives of labour welfare.
31. What are non-statutory welfare activities?

(6 × 4 = 24)

Part D

Answer any two questions.

Each question carries 15 marks.

32. Describe the importance of trade unions in global perspective.
33. Explain the legislation and role of employees organisation.
34. Explain the forms of workers participation in management.
35. Bring out the importance of collective bargaining to employers and employees.

(2 × 15 = 30)