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PG CBCS
M.SC. Semester-III Examination, 2021
MASTER IN HOSPITAL ADMINISTRATION
PAPER: MHA 304
(INDUSTRIAL RELATIONS)

Full Marks: 40**Time: 2 Hours**

Answer any FOUR questions: 4X10=20

1. Define industrial relations. State the objectives of industrial relations. State any two approaches to industrial relations. 2+4+4
2. What is trade union? Discuss about the importance of trade union. What are the problems faced by trade union in India. 2+3+5
3. What do you mean by industrial disputes? State the various forms of industrial disputes. 3+7
4. What is industrial discipline? State some principles' of industrial discipline to ensure a good disciplinary system in an organisation. 3+7
5. Discuss the various curative settlement machinery for amicable settlement of industrial disputes. 10
6. Discuss the registration process of trade union under trade union act, 1926. 10
7. State some factors which influence to improve industrial relations in an organization. 10
8. What is collective bargaining? State the objectives of collective bargaining. How productivity bargaining is different from distributive bargaining? 2+4+4
9. Discuss the causes of industrial disputes in India. 10
10. Write short notes on the following (any two): 5+5
 - a. Code of Discipline
 - b. Arbitration
 - c. Principles of Natural Justice
 - d. Code of Conduct
