



বিদ্যাসাগর বিশ্ববিদ্যালয়

**VIDYASAGAR UNIVERSITY**

**4th Semester Examination 2021**

**BBA (Hospital Management)**

**PAPER—GE4**

**INDUSTRIAL RELATIONS**

*Full Marks : 75*

*Time : 3 Hours*

*The figures in the right-hand margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

*Illustrate the answers wherever necessary.*

Answer any *three* questions.

20×3

1. State the definition of 'Industrial Relations'. Briefly discuss the objectives of industrial relations. State any two approaches of industrial relations. 2+8+10
2. What is 'Trade Union'? State the features of trade union. State the problems faced by trade union in India. 3+8+9

3. State the definition of 'Industrial Disputes'. Briefly discuss various forms of industrial disputes. How industrial disputes can be settled? 3+7+10
4. Define 'Industrial Discipline'. Why industrial discipline should be maintained in an organization? State the principles of industrial discipline to ensure a good disciplinary system in an organization. 3+7+10
5. Discuss about the parties involved in industrial relations. Differentiate between strikes and lock out. 12+8
6. Write short notes on (any two) : 10×2
- (a) Collective Bargaining
  - (b) Code of Discipline
  - (c) Causes of industrial disputes
  - (d) Principles of Natural Justice.

**(Internal Assessment - 15 Marks)**

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