



বিদ্যাসাগর বিশ্ববিদ্যালয়

VIDYASAGAR UNIVERSITY

4th Semester Examination 2022

BBA (Hospital Management)

PAPER—GE4C

INDUSTRIAL RELATIONS

Full Marks : 60

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.

1. Answer any six questions.

6×2

- (a) What do you mean by industrial relation?
- (b) What is trade union?
- (c) Define industrial dispute.
- (d) What is industrial discipline?
- (e) What do you mean by lock-outs?

- (f) What does trade union do?
- (g) What do you mean by conciliation?
- (h) What is adjudication?
- (i) State the definition of collective bargaining.
- (j) What is strike?

2. Answer any *four* questions. 4×12

- (a) State the objectives of industrial relations. State any two approaches of industrial relations. 6+6
- (b) Explain the various causes of industrial disputes in India.
- (c) What measures should be taken to improve industrial relations in an organization?
- (d) State the objectives of collective bargaining. Discuss the process of collective bargaining. 5+7
- (e) State the principles of industrial discipline to ensure a good disciplinary system in an organization.
- (f) Explain the objectives of trade union. State the problems faced by trade union in India. 6+6
- (g) State the various forms of industrial disputes.
- (h) Write short notes on the following (any *two*): 6+6
 - (i) Code of discipline
 - (ii) Principles of natural justice
 - (iii) Consultative machinery.