



PG
M.H.A. Semester-III Examination, 2022
MASTER IN HOSPITAL ADMINISTRATION
PAPER: MHA 304
(INDUSTRIAL RELATIONS)

Full Marks: 40

Time: 2 Hours

GROUP-A

Answer any FOUR of the following questions: 4×2=8

1. What do you mean by industrial relations?
2. What do you understand by trade union?
3. Mention the name of the actors in the industrial relations system.
4. Define strike.
5. What is industrial discipline?
6. Mention any two differences between strike and lockout.
7. What is collective bargaining?
8. Distinguish between closure and lockout.

GROUP-B

Answer any FOUR of the following questions: 4×4=16

1. State the various objectives of industrial relations.
2. Distinguish between Unitarist perspective and Pluralist perspective in industrial relations.
3. Write down the various forms of industrial disputes.
4. Discuss 'psychological approach' to industrial relations.
5. State some principles of industrial dispute to ensure a good disciplinary system in a hospital.
6. When a strike will be treated as illegal?
7. State the political functions of trade unions.
8. Write a short note on 'rules of natural justice'.

GROUP-C

Answer any TWO of the following questions: 2×8=16

1. Briefly discuss adjudication machinery for the settlement of industrial disputes.
2. Write down the various causes of industrial disputes which may arise in a healthcare organization.
3. State the various disciplinary measures to maintain industrial discipline in an organization.
4. Describe the various stages of collective bargaining process.