

**2023**

**BBA(HM) 4th Semester Examination**

**BBA (Hospital Management)**

**Industrial Relations**

PAPER — GE — 4C

*Full Marks : 60*

*Time : 3 hours*

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

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

*Illustrate the answers wherever necessary.*

Answer **all** questions.

1. Answer **any ten** of the following questions :

2×10=20

~~(a)~~ What do you mean by industrial relations?

~~(b)~~ What do you understand by trade union?

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~~(c)~~ What is strike?

~~(d)~~ What is industrial discipline?

~~(e)~~ What is collective bargaining?

~~(f)~~ State the definition of industrial dispute.

~~(g)~~ What do you mean by lockout?

(h) What is arbitration?

(i) Distinguish between closure and lockout.

(j) What is craft union?

~~(k)~~ Who are the parties related to industrial relations?

~~(l)~~ State two objectives of industrial relations.

~~(m)~~ Who can call a strike?

(n) State the objectives of a Code of Conduct.

(o) What are the kinds of strike?

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2. Answer *any four* of the following questions :

5×4=20

- ~~(a)~~ Write a short note on 'code of discipline'.
- ~~(b)~~ State the various objectives of trade union.
- (c) Write a short note on 'rules of natural justice'.
- (d) What is the strategic approach to industrial relations?
- (e) Discuss the factors affecting industrial disputes.
- ~~(f)~~ State the different types of industrial disputes.

3. Answer *any two* of the following questions :

10×2=20

- ~~(a)~~ State the various problems faced by the trade union in India.
- (b) State the various disciplinary measures to maintain industrial discipline in an organization.

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- ~~(c)~~ Describe the various stages of collective bargaining process.
- (d) Discuss the system approach to industrial relations.

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