

Total No. of Questions : 07] [SET-A] [Total No. of Printed Page : 02

FINAL EXAMINATION – JULY 2017  
MASTER OF BUSINESS ADMINISTRATION (MBA)

Second Year - Fourth Semester  
(HR Group)

4MBA 5

Management of Industrial Relation

Time : 3 Hours

Max Marks : 70

Min. Marks : 28

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- Note : (i) Attempt Any Four from section “A”  
(ii) Attempt Any Three from section “B”  
(iii) Section “C” is compulsory.
- 

SECTION – “A” (Any Four)

4 × 5 = 20

Q.1 Write short notes on:- (Any four)

- (i) Trade Union
- (ii) Industrial relations among Small, Medium and Large Scale Industries in India
- (iii) Impact of globalization on IR
- (iv) Grievance Procedure
- (v) Negotiating Techniques
- (vi) Techniques and skills for drafting an Agreement

SECTION – “B” (Any Three)

3 × 12 = 36

- Q.2. Define grievances. What are the different causes that arises grievances in organization? Explain each cause with detailed example.
- Q.3. What is the importance of industrial relation in the days of rapid changes in the business process brought by the technological advancement?
- Q.4. Explain as to how and to what extent employee unions and the management deal with each other like partners not opponents in the continuously changing business environment.
- Q.5. Write the various healths, hygiene, safety, & welfare measures guaranteed to factory persons as per the Factories Act 1948.

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SECTION – “B” (Any Three)

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- Q.5. Write the various healths, hygiene, safety, & welfare measures guaranteed to factory persons as per the Factories Act 1948.

Q.6. What is industrial dispute? Write various methods statutorily available to solve dispute.

**SECTION – “C”**  
**(Compulsory Question) 14**

Q.7. What is the purpose of collective bargaining? Explain the Legal Framework and Agreements Collective Bargaining.

-----X-----

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**SECTION – “C”**  
**(Compulsory Question) 14**

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