

26/11/19  
Tuesday  
10:30am to 1:00pm

Paper / Subject Code: 45914 / Human Resource : Industrial Relations.  
TYBMS Sem V CBSGS Nov, 2019

Pg 2 of 2  
10 Copies

Q.P. Code :19251

[Time: 2½ Hours]

[ Marks:75]

Please check whether you have got the right question paper.

- N.B: 1. All questions are compulsory.  
2. Figures on the right indicate full marks.

10a

- Q.1** Answer **any two** questions of the following. (15)
- a) Explain the role of state, employees and union in Industrial Relations. 7.5
  - b) Write note on Principles of good industrial relations. 7.5
  - c) Explain "Industrial Relations" and its scope. 7.5
- Q.2** Answer **any two** questions from the following. (15)
- a) Explain the following terms: 7.5
    - i) Total Quality Management
    - ii) Quality Circles
    - iii) Suggestion Schemes
  - b) Discuss the causes of Industrial Disputes. 7.5
  - c) Write note on: Grievance handling procedure in India. 7.5
- Q.3** Answer **any two** questions from the following: (15)
- a) Explain the concept of Trade Union, and its features. 7.5
  - b) Elaborate on the types of trade union. 7.5
  - c) Discuss the importance of collective bargaining. 7.5
- Q.4** Answer the following questions. (15)
- a) Explain the role of judiciary in Industrial Relations. 7.5
  - b) Explain the Factories Act 7.5
  - c) Write a note on Minimum Wages Act, 1948 7.5
- Q.5** Read the below Case Study and answer the following questions. (15)
- In a Large-Scale industrial undertaking near Jaipur, the terms and conditions of employment of workers are governed by a combination of labour laws and regulations. Collective agreements and settlements, standing orders and industrial awards while contracting collective agreement, the parties have taken into account the technology used in production, conditions of product and labour markets, profitability of the enterprise and standards of living of workers. Most of the agreements reflected the relative strengths of the parties at the time of the agreements. There have been differences of approaches of Unions presenting their demands before management.
- a) Explain the meaning of collective Bargaining 7
  - b) Write briefly the characteristics of Collective Bargaining. 8

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