

C 21053

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2017

(CUCBCSS-UG)

BBA VI B 14—INDUSTRIAL RELATIONS

Time : Three Hours

Maximum : 80 Marks

Part I

Objective Questions.

Answer all ten questions.

Choose the correct answer.

1. Which among the following is the simplest form of penalty for indiscipline ?
 - (a) Transfer.
 - (b) Warning.
 - (c) Suspension.
 - (d) Dismissal.
2. Which of the following is an approach of industrial relations
 - (a) Unitary perspective.
 - (b) Pluralistic perspective.
 - (c) Marxist perspective.
 - (d) All of these.
3. The objectives of trade union includes
 - (a) Representation.
 - (b) Legal assistance.
 - (c) Welfare benefits.
 - (d) All of these.
4. _____ is the relationship between employer and employees.
 - (a) Social relation.
 - (b) Industrial relation.
 - (c) Family relation.
 - (d) Personal relation.
5. Which of the following is not a central organisation of workers ?
 - (a) Centre of Indian Trade Unions.
 - (b) National Labour Organisations.
 - (c) United Trade Union Congress.
 - (d) COSEFA.

Turn over

Fill in the blanks:

6. The process of including workers in the decision making is called _____.
7. _____ approach focuses on the types of society in which organization functions.
8. UTUC was established in the year _____.
9. _____ are the relationship between employees and employers within the organisation settings.
10. _____ is caused by a clash between employers and employees.

(10 × 1 = 10 marks)

Part II

Short Answer Questions.

Answer any eight out of the ten questions in two or three sentences.

11. Define trade union.
12. What do you mean by felt conflict ?
13. What is productivity bargaining ?
14. What do you mean by collective bargaining ?
15. Define discipline.
16. Define industrial disputes.
17. Define quality circle.
18. What do you mean by meditation ?
19. What is inter-individual conflict ?
20. What is grievance ?

(8 × 2 = 16 marks)

Part III

Short Essay Questions.

Answer any six out of the eight questions in about 200 words.

21. What are the features of industrial relations ?
22. What are the basic conditions for employee empowerment ?
23. Describe the organisational structure followed by quality circles.
24. What are the ways to enhance the employee empowerment ?
25. What are the methods of identifying grievances ?
26. What are the characteristics of trade union ?
27. Discuss the areas of grievance.
28. What are the benefits of gain sharing ?

(6 × 4 = 24 marks)

Part IV*Essay Questions.*

Answer any **two** out of the **three** questions in about 800 words.

29. Discuss the benefits and problems of quality circles.
30. Define industrial relations. What is its significance ?
31. Briefly explain the approaches to industrial relations.

(2 × 15 = 30 marks)