



**WEST BENGAL STATE UNIVERSITY**  
BBA Honours 6th Semester Examination, 2022

**BBAADSE11T-BBA (DSE3/4)**

**MANAGEMENT OF INDUSTRIAL RELATIONS**

Time Allotted: 2 Hours

Full Marks: 50

*The figures in the margin indicate full marks.  
Candidates should answer in their own words and adhere to the word limit as practicable.*

**GROUP-A**

**Answer any five questions from the following**

2×5 = 10

1. How do unions get bargaining rights?
2. What is interest arbitration?
3. Define Employee Empowerment.
4. What is Workers' Participation in management?
5. Define Trade Dispute.
6. What is meant by the Mediation?
7. What is collective agreement?
8. What is rights arbitration?
9. Define Employee Discipline.
10. Who pays for arbitration?
11. What is craft union?
12. Define Employee Grievance.
13. What do you understand by Reformist union?
14. Mention any two scopes of industrial relation.
15. When is a strike or lockout vote illegal?

**GROUP-B**

**Answer any four questions from the following**

5×4 = 20

16. How are grievances settled?
17. Mention the functions of Trade unions.
18. How can industrial relations be improved?
19. Discuss the powers of an arbitration board.
20. Why collective bargaining is considered to be the best?
21. Distinguish between industrial relation and human relation.
22. What is strike? What is lockout?
23. Explain the main aspects of industrial relation.
24. Discuss the benefits of Quality circle.
25. Explain the role of WTO in determining labour standards.
26. Mention the causes of poor industrial relation.
27. Discuss the limitations of collective bargaining.

**GROUP-C**

**Answer any two questions from the following**

10×2 = 20

28. Explain the Gandhian Model of industrial relations in detail.
29. Discuss the various causes of indiscipline.
30. Explain the various types of Strikes.
31. Discuss the major recommendations of Second National Commission on Labour.
32. Explain the impact of globalisation on trade unions.
33. Discuss the evolution of IR.
34. Explain the different methods of settling disputes.
35. Discuss the different industrial relations problems in the public sector.

**N.B. :** *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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