

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**



**B.B.A.DEGREE EXAMINATION –BUSINESS ADMINISTRATION**

**FOURTH SEMESTER – APRIL 2018**

**16UBU4MC02– INDUSTRIAL RELATIONS**

Date: 23-04-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

**SECTION A (10X2=20Marks)**

**ANSWER ALL THE QUESTIONS**

1. Mention the need for industrial relations.
2. What is retrenchment?
3. State the reasons for Layoff.
4. What are shop councils?
5. What is conciliation?
6. List the importance of Workers Participation in Management.
7. What are the causes of indiscipline in the workplace?
8. Give any two challenges of trade union.
9. State the contents of code of conduct.
10. What are the reasons for industrial conflict?

**SECTION-B**

**ANSWER ANY FOUR QUESTIONS (4 X 10=40 MARKS)**

11. Explain any two approaches to industrial relations.
12. Discuss the methods of resolving industrial disputes.
13. Discuss the objectives of Workers Participation in Management.
14. Explain the procedure of collective bargaining.
15. Why trade unions are formed?
16. Discuss various methods of strikes.
17. Explain the grievance redressal procedure.

**SECTION-C**

**ANSWER ANY TWO QUESTIONS (2 X 20=40 MARKS)**

18. Discuss the factors influencing industrial relations with suitable illustrations.
19. Elaborately discuss the Machineries for settling disputes in the workplace.
20. Elaborate the measures to strengthen the industrial relations.
21. Explain in detail the registration process of Trade Unions in India.

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