LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

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

THIRD SEMESTER – **APRIL 2012**

# BU 3202 - INDUSTRIAL RELATIONS

 Date : 02-05-2012 Dept. No. Max. : 100 Marks

 Time : 9:00 - 12:00

 **SECTION A**

**Answer the following in five lines each: 10 x 2 = 20**

1. What is Industrial Relation?
2. Define Industrial Disputes.
3. Define Trade Union.
4. Distinguish between Voluntary and Compulsory Arbitration.
5. What is known as Hot Stove Rule in Discipline?
6. What are Grievances?
7. Define a Strike.
8. What is Picketing?
9. What is known as Code of conduct?
10. What is Conciliation?

 **SECTION B**

**Answer any five questions in two pages each: 5 x 8 = 40**

1. What are the causes for Industrial Disputes?
2. Explain the characteristics of Industrial Relations.
3. What disputes can be referred to the Labour Court, Industrial Tribunal and a National

Tribunal?

1. State the objectives of a Trade Union.
2. What are the characteristics of Collective Bargaining?
3. Explain the V.V.Giri approach to Industrial Relations.
4. What are the advantages of Compulsory Arbitration?
5. What does a Welfare Labour Officer do in a factory?

 **SECTION C**

**Answer any two questions in six pages each: 2 x 20 = 40**

1. What are the difficulties faced by Indian Trade Unions? Suggest measures to overcome such difficulties.
2. Explain the Steps involved in Collective Bargaining.
3. What can be done to prevent Industrial Disputes in the factories?

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