



M 26310

Reg. No. :

Name :

Third Semester M.S.W. Degree (Reg./Sup.)
Examination, December 2014
Optional – III : HUMAN RESOURCE MANAGEMENT
HRM – II : Industrial Relations

Time: 3 Hours

Max. Marks : 80

PART – I

Answer **any six** questions. **Each** question carries **3** marks. Answer to a question is limited to **100** words.

1. Code of conduct
2. Arbitration
3. Federation of Trade Unions
4. Leadership in an Organization
5. Works Committee
6. Forms of strike
7. Close shop
8. Standing orders
9. Industrial disputes.

(6×3=18)

PART – II

Answer **any five** questions. **Each** question carries **6** marks. Answer to a question is limited to **200** words.

10. Explain the structure and objectives of ILO.
11. Sketch the history of industrial relations.

P.T.O.



12. Conflict is an inevitable part of an organization. Discuss.
13. What is the need and importance of workers participation in an organization ?
14. What are the different strategies and methods that can be used for maintaining industrial peace ?
15. How does conciliation helps in resolving conflicts ?
16. Explain the objectives and growth of Employers' Association in our country.
17. Is there a need for supervision in an organization ? What are different problems associated with supervision in an organization ? (5×6=30)

PART – III

Answer **any two** questions. **Each** question carries **equal** marks. Answer to a question is limited to **900** words.

18. Discuss the importance and procedure of grievance handling in an organization.
19. Explain the concept industrial relations. What are the characteristics and theories of Industrial relations ? What are the measures you suggest to improve industrial relations ?
20. Explain the origin and theories of trade union movements in India. What are the major provisions of Trade Union Act, 1926 ?
21. Explain the principles and process of collective bargaining. What are the guidelines that should be followed to make collective bargaining a success, in a country like India ? (16×2=32)

PART – II