

B.B.A. Semester - 5 (CBCS) Examination**Oct/Nov - 2022 (NEW COURSE)****Human Resource Group - Management of Industrial Relations(Elective)****Time: 2:30 Hours****Marks: 70****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate marks.

Que.1 Define the term Industrial relations and give suggestions to improve Industrial relations 14

OR

Que.1 Describe the approaches to Industrial relations

Que.2 Define the term Industrial conflict and discuss its outcomes 14

OR

Que.2 What do you mean by the term Industrial conflict and discuss techniques for conflict resolution?

Que.3 Define worker's participation in management and discuss forms of worker's participation in management 14

OR

Que.3 Define Quality Circles and describe its development process.

Que.4 What do you mean by power and what are the sources of power? 14

OR

Que.4 Define organizational politics and what are its positive outcomes?

Que.5 Concept and types of trade unions. 14

OR

Que.5 Describe the concept and principles of collective bargaining.
