



Seat No. \_\_\_\_\_

**HB-19MBA409**  
**M. B. A. (Sem. IV) (CBCS) Examination**  
**April - 2023**  
**Management of Industrial Relations**

Time :  $2\frac{1}{2}$  Hours / Total Marks : 70

**Instruction :** All questions carry equal marks.

- 1 Discuss the objectives, characteristics and dimensions of Industrial relations. Also explain different causes of poor Industrial relations.
- 2 (a) Explain the causes and consequences of Industrial disputes.  
(b) Explain workers participation in Management.  
**OR**  
(a) What is collective bargaining ? Explain the factors obstructing collective bargaining.  
(b) What are the provisions regarding health and safety of workers in Factories Act, 1948 ?
- 3 What is the role of trade unions in promoting a healthy work environment in an organization ? Discuss.  
**OR**  
Define Grievance. Explain steps involved in grievance handling procedure.
- 4 (a) Explain different types of labor strikes.  
(b) What are the objectives under Standing Order Act ? Explain.  
**OR**  
(a) What are the advantages and disadvantages of arbitration process ?  
(b) What is discipline ? Explain the objectives and types of disciplines.
- 5 Write short note on (Any Two) :  
(1) Contact Labor Act, 1970.  
(2) Negotiation  
(3) Child Labour