

2014  
(December)

## COMMERCE

Paper : 205

*(Group A : Industrial Relation  
Group B : Financial Services)*

*Full Marks : 80*

Time : Three hours

*The figures in the margin indicate full marks  
for the questions.*

### Group A : Industrial Relation

1. (a) What are the factors which have influenced the Industrial Relations in an organisation in India ? 16

*Or*

- (b) Distinguish between Human Relations approach and Systems approach to the study of Industrial Relations. 16

2. (a) Explain the role of Trade Unions and highlight the problems faced towards the functioning of Trade Unions. 16

*Or*

- (b) Explain the purpose and scope of Workers' Education. 16

3. (a) Discuss the concept and features of Labour Welfare enshrined in the Constitution. 16

*Or*

- (b) Explain the different forms and levels of workers participation in Management. 16

4. (a) Highlight the importance of Collective Bargaining. How does it help towards settlement of Industrial disputes ?  
6+10=16

*Or*

- (b) Critically discuss the various causes for Industrial disputes. 16

5. Write short notes on : (*any two*) 8×2=16

- (i) Procedure of Arbitration
- (ii) Industrial Democracy
- (iii) Types of Adjudication
- (iv) Conciliation Versus Arbitration.