

**2016**

**(December)**

**(Held in January 2017)**

**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) Discuss briefly the concept of Industrial Relations. Explain the importance and scope of Industrial Relations. 6+10=16

Or

(b) Distinguish between Human Relations approach and Systems approach in the context of Industrial Relations. 16

2. (a) Explain the objective of Trade Union and highlight the problems faced towards the functioning of Trade Unions. 8+8=16

Or

(b) What is Workers' Education? Explain the scope and purpose of Workers' Education. 6+10=16

3. (a) Explain the different forms of Industrial Disputes. Discuss about the role of Wage Policies to prevent Industrial Disputes. 8+8=16

Or

(b) Discuss the role of Grievance redressal procedures. Which could be set up in an industry for settlement of the grievances of employee? 16

4. (a) What is Collective bargaining? Why it is considered as the best way of determining employer-employee relations? 6+10=16

Or

Write a note on Workers' Participation in Management in India. 16

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

(i) Industrial Democracy

(ii) Procedure for Adjudication

(iii) Types and Procedures of Arbitration

(iv) Conciliation Concept.

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