

2017

(December)

(Held in January 2018)

COMMERCE

Paper : 205

Group A : Industrial Relations

Group B : Financial Services

Full Marks : 80

Time : Three hours

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

Group-A

(Industrial Relations)

1. (a) Discuss briefly the concept of Industrial Relations. Explain the importance and scope of Industrial Relations. 6+10

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 tools used by Trade Unions to fulfill its objectives.

8+8=16

Or

(b) What is the purpose of workers' education? Explain the different techniques used for workers' education.

6+10=16

3. (a) How far wage policies help to prevent Industrial Disputes? 16

Or

(b) Bring out the merits and demerits of Grievance handling procedure in an organisation. 16

4. (a) On what ground would you advocate workers' participation in management? How far has this been successful in India ? $9+7=16$

Or

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

5. Write brief notes on : **(any two)** $8 \times 2 = 16$

- (i) Role of Arbitration
 - (ii) Procedure for Adjudication
 - (iii) Industrial Peace
 - (iv) Significance of Conciliation.
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