

B.B.A. Semester - 5 (CBCS) Examination**December - 2020 (Old Course)****HUMAN RESOURCE GROUP: MANAGEMENT OF INDUSTRIAL RELATIONS(ELECTIVE)****Time: 1:30 Hours****Marks: 42****Instructions:**

1. Figures to the right indicate marks.
 2. There are five questions in the question paper.
 3. Answer any three of the following questions.
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- Q.1 Explain industrial relation. Discuss in detail characteristics and factors affecting industrial relation. (14)
- Q.2 (A) Define term industrial dispute. Discuss in detail nature and scope of industrial dispute. (07)
- (B) Discuss in detail any three dispute settlement machinery. (07)
- Q.3 Define term gratuity. Discuss in detail provisions of gratuity act. (14)
- Q.4 Define trade union. Discuss in detail problems faced by trade union in India. (14)
- Q.5 Elaborate quality circle. Discuss in detail working and merits of quality circle. (14)
