KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
PGDHRM 1st Sem. Examination, 2014
Paper - 03
Industrial Relations

Time : 3 Hrs. Full Marks : 80

1. Answer the following (each within 50 words) $2\times5 = 10$
   (a) What are the key features of Marxist approach to industrial relations?
   (b) How is retrenchment different from termination of service?
   (c) State any two adjudicating machineries to deal with industrial disputes.
   (d) Mention the functions that are usually performed by the Human Resource Management department in an organisation.
   (e) Mention two purposes of the business which can be achieved through effective workers' participation in management.
2. Answer any three questions from the following $4\times3 = 12$ (each within 100 words)
   (a) Discuss the features of grievance.
   (b) How is the concept of self-discipline different from negative discipline? Explain.
   (c) State with a few examples the two factor motivational theory of Frederick Herzberg.
   (d) Explain briefly the objectives of industrial relations.
   (e) How is a 'strike' different from a 'lockout' in an industrial dispute?

3. Answer any three questions from the following $6\times3 = 18$
(each within 200 words)

(a) Discuss the important characteristics of personnel management.

(b) Explain the steps so far taken by Government of India for promoting the concept of workers' participation in management in India.

(c) Discuss the causes of industrial grievances in an industrial organization.

(d) What are the guidelines for an ideal disciplinary policy?

(e) Briefly explain the various needs of Maslow's Need Hierarchy Theory of motivation.

4. Answer any four questions from the following $10\times4 = 40$
(each within 400 words)

(a) Discuss the constitution and the functions of various settlement machineries for settling down industrial disputes in India.

(b) Explain the various schemes of workers' participation in management in India. State whether workers' participation in management has still remained non-statutory in India.

(c) What is meant by industrial grievance? State the procedure to handle grievanc in small-scale and large-scale organizations in India.

(d) Why is motivation important in an organization? State the assumptions made under Theory X and Theory Y of Mc Gregor's motivation theory.

(e) Discuss the meaning of industrial relations. Suggest certain measures to improve industrial relations in an industry.

(f) Discuss the different functions of personnel management.