# Krishna Kanta Handiqui State Open University

## PGDHRM 1st Sem. Examination, 2016

## Paper : Industrial Relations

*Time : 3 Hrs.* *Full Marks : 80*

1. Answer *any five* from the following questions. 2×5 = 10
(each within 50 words)
   (a) What is meant by misconduct ?
   (b) What is dispute ?
   (c) What is works committee ?
   (d) Define 'personnel policy'.
   (e) What is 'lay-off' ?
   (f) What is meant by industrial relations ?

2. Answer *any three* from the following questions. 4×3 = 12
(each within 150 words)
   (a) Distinguish between financial incentives and non-financial incentives.
   (b) What is meant by 'Misconduct'?
   (c) Discuss any four important features of grievance.
   (d) What is meant by 'Personnel Management' ?

3. Answer *any three* from the following questions. 6×3 = 18
(each within 250 words)
   (a) Discuss the Herzberg's two factor theory of motivation.
   (b) Discuss the need for workers' participation in management.
   (c) Discuss the differences between strike and lock-out.
   (d) What is meant by unitary approach and pluralistic approach to industrial relations ?