4. Answer *any four* from the following questions. 10×4 = 40
(each within 500 words)

(a) Discuss the causes of poor industrial relations. Explain the measures to improve industrial relations. 5+5

(b) What is strike ? Discuss the industrial settlement machineries that deals with settlement of any industrial dispute. 2+8

(c) Discuss the objectives of personnel policy. Discuss the various types of personnel policies. 4+6

(d) Explain the term 'Grievance'. Discuss the procedure of grievance handling in small-scale and large-scale organisations. 2+8

(e) What is meant by 'Discipline' ? Explain the causes of misconduct. 2+8

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