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[19-HBPGKOW–M1S(O) 20M]

PGDHRM 1st Semester (Old) Exam., 2019 (W)

INDUSTRIAL RELATIONS

[PGDHRM-03]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer any *five* from the following questions (each in around *50* words) : 2×5=10

(a) State two importance of industrial relations.

(b) State the meaning of 'strike'.

(c) State two objectives of personnel policy.

(d) Mention two sources of industrial grievances.

(e) State two objectives of discipline.

(f) Define the term 'motivation'.

2. Answer any *three* from the following questions (each in around *150* words) : 4×3=12

(a) Explain the need for worker's participation in management.

(b) Discuss any four measures which can be undertaken to achieve good industrial relations.

(c) Discuss four differences between strike and layoff.

(d) State the differences between personnel management and human resource management.

3. Answer any *three* from the following questions (each in around *250* words) : 6×3=18

(a) Explain why motivating the employees is important for an organization.

(b) Discuss the various machineries for settlement of industrial disputes.

(c) Discuss the various characteristics of personnel management.

(d) Explain the steps involved in handling grievances in organizations.

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

(a) Discuss the schemes which are being used to provide worker's participation in management in India.

(b) Explain the procedure for disciplinary action followed in Indian industries.

(c) Discuss the various functions generally undertaken by personnel management.

(d) Define the term 'Industrial Relations'. Discuss the objectives and approaches to industrial relations.

(e) Write short notes on the following : 5+5=10

(i) Herzberg's two-Factor theory of motivation

(ii) McGregor's theory X and theory Y

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