

**The Assam Royal Global University, Guwahati**  
**Royal School of Business**  
**Bachelor of Business Administration, 3<sup>rd</sup> Semester**  
**Semester End Examination, December 2018**  
**Course Title: Industrial Relation**  
**Course Code: BSA032304**

**Time: 3 Hours**

**Maximum Marks: 70**

**Note: Attempt all questions as per instructions given.**  
*The figures in the right-hand margin indicate marks.*

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**Section – A**

- Q.1.** Attempt **all questions.** (Maximum word limit 50) **2 x 8**
- a. Who are the actors of Industrial Relation System?
  - b. What is Marxist Approach of Industrial Relation?
  - c. Why Trade Unions Are Formed?
  - d. Why do workers join Trade Unions?
  - e. What are the different level of Bargaining?
  - f. What is Industrial Dispute as per the Industrial Disputes Act 1947?
  - g. What is CBWE?
  - h. What are rational behind worker's educational scheme

**Section – B**

- Q.2.** List out the objectives of Industrial Relation?  
**Or** What are the factors affecting Industrial Relation? 12
- Q.3.** In present scenario, discuss the measures to strengthen trade unions?  
**Or** Explain the causes of declining role of Trade Unions in India after globalization 12
- Q.4.** Explain the process of recognition of bargaining agent.  
**Or** Explain different causes of Industrial Conflicts in India. 12
- Q.5.** What kind of role CBWE is performing in promoting harmonious industrial relation in the country?  
**Or** What is Worker Participation in Management and What are the objectives of WPM? 10

**Section – C**

- Q.6.** Case Study 2 x 4

Ramesh was just promoted as a shift officer. The promotion became effective when his immediate superior, Mr. Sharma was out of town for a few days. Due to illness of Ramesh's subordinate, the work schedule was not being met. He decided to pitch in and help spending about four hours daily in production. When Mr. Sharma returned to his work, Ramesh is not available, as he is not working on the shop floor. He is upset and tells him that it is the function of the supervisor to accomplish work with and through other people and not do it himself.

- a. What was the initial problem in this case? 4
- b. Tick measures alternative you would suggest to solve future problems, when workers are not available 4