

**KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY**  
**PGDHRM 1<sup>st</sup> Sem. Examination, 2014**

Paper - 03  
Industrial Relations

Time : 3 Hrs.

Full Marks : 80

1. Answer the following (each within 50 words) 2×5 = 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 (each within 100 words) 4×3 = 12
  - (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 (each within 200 words) 6×3 = 18
  - (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 (each within 400 words) 10×4 = 40
  - (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 grievance 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.

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