

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2016-17 and thereafter)**

**SUBJECT CODE: 16/CM/ME/IL55**

**BBA DEGREE EXAMINATION SEPTEMBER 2020**

**BUSINESS ADMINISTRATION**

**SIXTH SEMESTER**

**COURSE : MAJOR – ELECTIVE**

**PAPER : INDUSTRIAL RELATIONS MANAGEMENT**

**TIME : 90 MINUTES**

**MAX. MARKS: 50**

**Section – A**

**Answer all questions:**

**(7x2 = 14)**

1. Define Industrial Relations.
2. Give the meaning of the term Industrial Dispute.
3. What is Strike?
4. List out the causes of indiscipline.
5. What is Grievance?
6. What do you mean by Industrial Conflict?
7. What is negotiation?

**Section – B**

**Answer any TWO questions:**

**(2x8 = 16)**

8. Enumerate the suggestions to improve IR.
9. Explain the Principle of Hot Stove Rule.
10. Bring out the objectives and importance of Workers Participation in Management.

**Section – C**

**Answer any one question:**

**(1x20 = 20)**

11. Discuss the settlement methods for Industrial Disputes.
12. Elaborate the process in Collective Bargaining.

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