

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600086.**  
**(For candidates admitted during the academic year 2019-2020 and thereafter)**

**B.COM. DEGREE EXAMINATION – APRIL 2024**  
**CORPORATE SECRETARYSHIP**  
**SIXTH SEMESTER**

**COURSE : MAJOR – ELECTIVE**  
**PAPER : INDUSTRIAL REGULATIONS**  
**SUBJECT CODE : 19CO/ME/IR45**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION – A**

**Answer all the questions:** **(10 x 2 = 20)**

1. What is Industrial Relations?
2. Mention any two objectives of industrial relations.
3. Define Collective Bargaining.
4. List the types of negotiation.
5. What are the Levels of Participation?
6. What are the effects of Grievance?
7. State the objectives of Labour Welfare.
8. What do you mean by Resolution?
9. What are the characteristics of trade union?
10. Define QWL.

**SECTION – B**

**Answer any five questions:** **(5 x 8= 40)**

11. Explain the Approaches to Industrial Relations.
12. Write a note on Skills required for Negotiation
13. Discuss about the Importance of Collective Bargaining.
14. What are the benefits of Workers Participation in Management?
15. What is Grievance? Explain the causes of Grievance.
16. Explain the Grievance Redressal Procedure.
17. Explain the organization structure of Quality Circle(QC).

**SECTION – C**

**Answer any two questions:** **(2 x 20= 40)**

18. Explain briefly the Factors and Importance of Industrial Relations.
19. Discuss in detail about the Conditions and Essentials for Successful Collective Bargaining.
20. Briefly explain about - Statutory and Non-Statutory agencies for Labour Welfare in India.
21. Explain the problems faced by the trade union movement in India. Suggest remedies.

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