

International Islamic University Chittagong

Department of Business Administration

BBA Program, Final Examination, Spring-2018

Course Title: Industrial Relations, Course Code: HRM-4802

Time: 2:30 hrs

Marks: 50

[Answer any five of the following questions. Figures in the right hand margin indicate marks.

All parts of the same question must be answered serially]

1. (a) Briefly state the "Maternity Benefit" system to the woman worker. 4
(b) Describe the rules relating to wages and payment of workers. 6
2. (a) What do you mean by industrial dispute? Mention the forms of industrial dispute. 2
(b) What are the causes of industrial disputes? Discuss the procedures of settlement of industrial disputes in detail. 8
3. (a) Write down the features of Chinese Management System. 5
(b) Make a comparison in between USA & Bangladesh in the context of IR. 5
4. (a) Discuss registration process of trade union. 6
(b) What are the constraints of effectiveness of Labour courts? Give suggestions to overcome these constraints. 4
5. (a) Define CBA with its objectives. Illustrate the process of collective bargaining. 3
(b) Discuss about the procedures of electing the CBA & rights & duties of CBA. 7
6. (a) How many kinds of discipline? What are the factors to be considered in taking disciplinary action? 4
(b) Briefly explain the process of grievance handling. 6
7. Write Short notes on : 2x5=10
 - a) *Kaizen*
 - b) Short term orientation
 - c) TQM
 - d) Three tier management system.
 - e) Functions of Director of Labour