

ROLL No: 

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**Total No. of Questions: 10**

**Total No. of Pages: 01**

**KMS COLLEGE OF IT & MGMT, DASUYA**  
**BCOM (Sem. 6)**  
**Industrial Relations and Labour Laws**  
**Subject Code: BCOM601-18**

**Time: 1 hour**

**Max Marks: 25**

**Instructions to Candidates:**

Section – A is **COMPULSORY** consisting **FIVE** questions carrying **ONE** mark each.

Section – B contain **THREE** Questions carrying **5 marks** each and student have to **attempt any TWO question.**

Section – C contain **TWO** questions carrying **10 marks** each and students have to attempt any **ONE** question.

**SECTION – A**

**Define the following terms:-**

- i. Quality circle?
- ii. Grievance
- iii. Collective Bargaining?
- iv. Industrial Relations?
- v. Grievance negotiation?

**SECTION – B**

- vi. Prerequisites of Collective Bargaining?
- vii. Quality circles and its benefits?
- viii. Causes of Grievances?

**SECTION – C**

- ix. Explain Industrial Relations, Importance and its factors?

**Or**

- x. What is **Collective Bargaining** and its process in detail?