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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)(071)
EXAMINATION: DECEMBER - 2025
SEMESTER - V
Sub.: Industrial Relations (BBA23-514-HRM)

Date : 22/12/2025**Total Marks : 60****Time: 10.00 am To 12.30 pm**

Instructions: 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. The main objective of Industrial Relations is to
 - a) Promote unemployment
 - b) Maintain communication gap
 - c) Ensure harmonious relations
 - d) Encourage disputes
2. Which of the following is the importance of Industrial Relations?
 - a) Increases conflict
 - b) Promotes industrial peace
 - c) Reduces productivity
 - d) Creates job dissatisfaction
3. The term "Industrial Relations" is also known as
 - a) Labour management relations
 - b) Media relations
 - c) Public relations
 - d) Student relations
4. Which is NOT a party to IR?
 - a) Employer
 - b) Trade union
 - c) Employee
 - d) Celebrities
5. Collective bargaining helps in
 - a) Increasing conflicts
 - b) Reducing communication
 - c) Reaching agreements
 - d) Blocking cooperation

Q. 2. State True / False (05)

1. Factories Act 1948 aims to ensure Safety and welfare of workers
 - a) True
 - b) False
2. Customers are responsible for factory safety.
 - a) True
 - b) False
3. A layoff means Temporary inability to give work.
 - a) True
 - b) False
4. Paid leave granted for sickness is called Maternity leave
 - a) True
 - b) False
5. A lockout is declared by Employer
 - a) True
 - b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Types of industrial conflicts
2. Hygiene standards maintained under the Factories Act
3. Challenges for industrial relations
4. Gratuity
5. Scope of Industrial Relations

Q. 4. Answer in detail (Any Two) (20)

1. What are the key components of Industrial Relations? What role does the government play in regulating Industrial Relations?
2. List down the main stakeholders in industrial relations? Why is it important for all stakeholders to work together?
3. Factories have to follow some safety measures? What are they?
4. Define Conflicts. What are the main steps in the conflict resolution process?

Q. 5. Case study (15)

In a big manufacturing firm, whose employees were mostly 200 men, the company recently employed two female workers in an effort to ensure gender diversity and inclusion. But their incorporation was greeted with a lot of resistance from the current male workers, who perceived their presence as an invasion of what had always been a man's world. The male employees, unwilling to submit to this alteration, started acting aggressively towards the new female employees, ensuring they felt unwelcome via passive-aggressive ways, not being included in group discussions, and even outright statements that they should quit. Some employees consciously withheld vital information and support, ensuring that the female employees found it more difficult to get their work done in an efficient manner.

Others initiated rumors made the workplace full of tension and resentment. The male workers collectively complained to the management that the nature of the job was physically strenuous and not fit for women, even though the newly recruited workers were equally capable and had passed the required training successfully. Things turned sour when some of the workers openly attempted to sabotage their work by creating hurdles on purpose to make it seem like the female workers were not performing well. Confronted with increasing hostility, the women workers reported the incident to HR, citing their fears of discrimination and unfair treatment they were being subjected to.

Questions:

1. What underlying attitudes, biases or cultural norms among the male employees have contributed to the resistance against the inclusion of female workers in the manufacturing unit?
 2. How effectively has the management and HR department responded to early signs of discrimination, exclusion and sabotage and what gaps in policy or intervention may have allowed the situation to escalate?
 3. What organizational strategies—such as sensitisation training, grievance redressal mechanisms, or structural changes—can be implemented to ensure a safe, inclusive and harassment-free workplace for all employees, especially those belonging to minority groups?
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