

MASTER OF BUSINESS ADMINISTRATION
Third Semester
Management of Industrial Relations
(MBA – 20B)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20
Part-B (Descriptive)=50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

1. Answer the following questions in short: (any five) 2×5=10

- a) What is Grievance? Mention any two causes of grievance which are mostly common in organisation. 1+1=2
- b) What are the establishments to which the 'Industrial Employment (Standing orders) Act, 1946 is not applicable?
- c) What do you mean by Industrial Relations? What are the parties involve in Industrial Relations? 1+1=2
- d) What are the different kinds of punishment? Give one example of each type. 1+1=2
- e) What is 'Lay-off' according to the 'Industrial Disputes Act, 1947?
- f) What are the main instruments of Gandhian Approach in achieving good Industrial Relations?
- g) What are the different types of Indiscipline? Give one example of each type. 1+1=2

2. Answer the following questions: (any five) 3×5=15

- a) Generally what are the functions a Trade Union play in an organisation?
- b) What are the methods and machinery present in the 'Industrial Disputes Act, 1947' to settle the industrial disputes that arise in organisation?
- c) What is Trade Union? What are the responsibilities maintained by Trade Union after registration? 1+2=3
- d) Explain about various types of Grievances that employees bear.
- e) How empowerment and technical change have influence in Industrial Relations?

- f) Explain the standard Grievance Handling Procedure model.
g) How a Trade Union can be registered? What are the documents have to submit by the Trade Union to whom for registration? 1+2=3

3. Answer the following questions in details: (any five)

- a) What do you mean by Discipline? What are the different types of Discipline? Explain all the types. 1+1+3=5
b) What is Conciliation? Explain the Conciliation machinery. 1+4=5
c) What do you mean by Standing Order according to the Industrial Employment (Standing Orders) Act, 1946? What are the Standing Orders? 1+4=5
d) What is the meaning of Workers Participation in Management? Generally what are the various forms of workers participation present in an organisation? 1+4=5
e) What do you mean by Collective Bargaining? What principles should present in Collective Bargaining to make it fruitful? 1+4=5
f) Explain the various forms of Industrial Disputes which are seen in environment. 5
g) According to you, which approach is the best one in getting a very good Industrial Relations? 5

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(The figures in the margin indicate full marks for the questions)

Duration: 20 minutes

Marks – 20

PART A- Objective Type

A. Fill in the blanks:

1×10=10

1. Lock-out is a collective stoppage of work by-----

- a) A group of workers b) Trade union c) management d) Nature

2. Standing orders are the rules relating to matter set out in-----

- a) Service rules of the organization b) Schedules of Relevant Act
c) Articles of association of the company d) None of the above

3. As per 'Industrial Disputes Act, 1947' a settlement means a settlement arrived at not in the course of-----

- a) Tribunal proceedings b) Conciliation proceedings
c) Labour court proceedings d) High court proceedings

4. The voluntary measure for settling industrial unrest under 'Industrial Disputes Act, 1947' is-----

- a) Conciliation b) Meditation c) Adjudication d) Arbitration

5. Workers Participation in Management is to remove the gap between-----

- a) Employee and Trade Union b) Management and workers
c) Employee and employee d) All of the above

6. The failure of an employer to give employment to a workman under the 'Industrial Disputes Act, 1947' is known as-----

- a) Strike b) Retrenchment c) Lay-off d) Lock-out

7. Conciliation is a-----

- a) Bipartite process b) Agreement process c) Tripartite process d) None of these

8. Another name of Industrial Relation is-----

- a) Labour Management Relations b) Management Relations c) Employee Relations d) All of the above

9. In India, the Code of Discipline does not enjoy any-----

- a) Organizational status b) Corporate status c) legal sanction d) court sanction

10. According to Giri, dispute should be settled through -----

- a) Collective bargaining b) Strike c) Violation d) Combination of three.

B. Multiple Choice Questions:

1×10=10

1. Which of the following is a negative discipline?

- a) Counseling b) Promotion and transfer c) Charge sheet d) None of these.

2. Which one is the correct feature of collective bargaining?

- a) Only giving benefits b) Give and take
c) one party involvement d) bargaining at individual level

3. Which one of the following Acts is not related to financial benefit of the employees?

- a) Bonus Act b) Industrial Disputes Act
c) Gratuity Act d) Payment of Wages Act

4. The concept of 'Unfair labour practice' is inserted in which of the following Acts?

- a) Trade Union Act b) Industrial Disputes Act
c) Industrial Employment (Standing orders) Act d) Equal Remuneration Act

5. Which one is not an essential requirement for implementing successful industrial relations programme?

- a) Top management support b) Local police support
c) Sound personnel policy d) Detailed supervisory training

6. According to the 'Trade Union Act, 1926' who is entitled to ask the union to alter its name, if it is identical with that of any registered union?

- a) The Employer b) The Office-Bearer c) The Registrar d) None of them

7. Which of the following is a non-traditional issue of collective bargaining?

- a) Wages b) House Rent Allowance
c) Dearness Allowance d) Multiskilling

8. Indicate the correct year:

- a) Trade Union Act, 1926 b) Trade Union Act, 1946
c) Trade Union Act, 1947 d) None of these

9. Due to which factor Industrial Relations arise?

- a) Recruitment b) Employment c) Interview d) All of the above

10. Which social factor have a contribution in arising conflict among employees?

- a) Perception b) Relation among employees c) Value system d) All of the above