

**MASTER OF BUSINESS ADMINISTRATION
THIRD SEMESTER
MANAGEMENT OF INDUSTRIAL RELATION
MBA-304 B**

Duration: 3 Hrs.

Marks: 70

PART : A (OBJECTIVE) = 20
PART : B (DESCRIPTIVE) = 50

[PART-B : Descriptive]

Duration: 2 Hrs. 40 Mins.

Marks: 50

[Answer question no. One (1) & any four (4) from the rest]

1. What do you mean by Collective Bargaining? Discuss the different forms of Collective Bargaining. How Negotiation is important in Collective Bargaining? (2+4+4=10)
2. Define Industrial Relation. Mention any three scopes of Industrial Relation. Critically analyze the Giri Approach of Industrial Relation. (2+3+5=10)
3. What was the purpose of enactment of The Industrial Employment (Standing Orders) Act, 1946? Where this particular act can be implemented? Explain the procedure of getting Standing Orders by organization. (1+2+7=10)
4. What do you mean by Industrial Dispute? What is Lay Off? What are the conditions on which the organization can adopt the concept of Lay off? (2+2+6=10)
5. Define Trade Union. What are the different functions that Trade Union performs in organization? What are the tactics the Trade Union can adopt to fulfill their purpose? Discuss. (1+3+6=10)
6. What do you mean by Grievance? Mention different causes of Grievance. Discuss the Conciliation procedure of Settlement Machinery. (2+2+6=10)
7. Discuss the different responsibilities of Trade Union after registration. Explain different levels of Worker's Participation in Management. (4+6=10)
8. What do you mean by Discipline? Discuss the different types of Discipline. What are the different standing orders according to the Industrial Employment (Standing orders) Act, 1946? (1+4+5=10)

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[PART-A : Objective]

Choose the correct answer from the following :

1×20=20

1. The decision given by an 'Arbitrator' is called:
 - a. Degree
 - b. Sentence
 - c. Award
 - d. Reward
2. _____ is a powerful weapon used by trade Union and other labour associations to get their demand accepted.
 - a. Strike
 - b. Lockout
 - c. Gherao
 - d. Picketing
3. _____ have a protecting role of safeguarding worker's interest.
 - a. International Agencies.
 - b. Trade Union.
 - c. Management.
 - d. Society.
4. Which of the following methods has not been given a Statutory form in India?
 - a. Conciliation.
 - b. Voluntary Arbitration.
 - c. Adjudication.
 - d. Mediation.
5. In which of the following methods the both conflicting parties can settle their disputes without state intervention?
 - a. Collective Bargaining.
 - b. Voluntary Arbitration.
 - c. Both a & b.
 - d. Neither 'a' nor 'b'.
6. Which of the following is not a part of Industrial Relations system?
 - a. Government and Employers
 - b. Trade Unions
 - c. Foreign companies
 - d. Labour courts and Tribunals
7. Which of the following is/are the main causes of Indiscipline?
 - a. Wage Differentials.
 - b. Unreasonable work assignment.
 - c. Non-Payment of Bonus.
 - d. All of the above.
8. Which of the following is not the most important aspect of the process of Collective bargaining?
 - a. Confrontation
 - b. Negotiation
 - c. Discussion
 - d. Compromise
9. Which of the following are the basic objectives of Code of Discipline?
 - a. Maintenance peace and order in industry.
 - b. Avoid work stoppage in industry.
 - c. Promote opinions from all levels of management and employment.
 - d. All of the above.
10. _____ is a work stoppage in which an employer prevents employees from working.
 - a. Lockout
 - b. Strike
 - c. Gherao
 - d. Picketing
11. _____ are the rules and regulations which govern the conditions of employment of workers.
 - a. Policies
 - b. Standing orders
 - c. Advice
 - d. None of these
12. Which of the following has been defined as the right to participate in decisions on issues of workers?
 - a. Industrial safety
 - b. Industrial Democracy
 - c. Industrial peace
 - d. Harmony
13. Which of the following is not a characteristic of Trade Union?
 - a. Voluntary Association.
 - b. Common goals.
 - c. Individual Action.
 - d. Intermediary.

14. To fulfill which of the following need employees join union?
- Social
 - Economic
 - Self Esteem
 - All of the above
15. Which of the following is not the right of Registered Trade Union?
- Right to employ anyone without consulting with management.
 - Right to collect membership fees within the premise of the organization.
 - Right to raise issues with the management.
 - Right to discuss members' grievances with employer.
16. Which of the following labour welfare measures can be put under the category of Intra-mural activities?
- Provision of rest pause.
 - Adequate wages.
 - Improvement in working condition.
 - All of the above.
17. According to the Trade Union Act, 1926, minimum how many workers are required to form union and get registered?
- Eight (8)
 - Ten (10)
 - Seven (7)
 - Nine (9)
18. Which of the following is the primary source of income of Trade Union?
- Membership subscription.
 - Donation.
 - Sale of Periodicals.
 - Other sources.
19. Which of the following is/are the essence of model Grievance procedure?
- Settlement at the lower level.
 - Settlement as expeditiously as possible.
 - Settlement to the satisfaction of the aggrieved.
 - All of the above.
20. Collective Bargaining is _____.
- One party process.
 - Two party process.
 - Multi party process.
 - None of the above.

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UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



[PART (A) : OBJECTIVE]

Duration : 20 Minutes

Serial no. of the
main Answer sheet

Course :

Semester : Roll No :

Enrollment No : Course code :

Course Title :

Session : 2017-18 Date :

Instructions / Guidelines

- The paper contains twenty (20) / ten (10) questions.
- Students shall tick (✓) the correct answer.
- No marks shall be given for overwrite / erasing.
- Students have to submit the Objective Part (Part-A) to the invigilator just after completion of the allotted time from the starting of examination.

Full Marks	Marks Obtained
20	

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Scrutinizer's Signature

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Examiner's Signature

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Invigilator's Signature