

**MASTER OF BUSINESS ADMINISTRATION**  
**Third Semester**  
**MANAGEMENT OF INDUSTRIAL RELATION**  
**(MBA – 304 B)**

**Duration: 3Hrs.**

**Full Marks: 70**

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

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

**Answer any four from Question no. 2 to 8**  
**Question no. 1 is compulsory.**

1. Discuss the different Settlement Machineries of Industrial Dispute which are generally followed by the victims as well as also available in the Industrial Dispute Act, 1947. (10)
2. Define Industrial Relation. Discuss the various scopes of Industrial Relation. (2+8=10)
3. What do you mean by Standing Order? What is the importance of Standing Order in organisation? Briefly explain the various Standing orders according to the Industrial Employment (Standing Orders) Act, 1946. (1+2+7=10)
4. What is Workers Participation in Management? What are the various levels of Workers Participation in Management are generally visible in various Organisations? According to you which of the Workers Participation in Management is the best that can be implemented in organisation? (2+3+5=10)
5. Define Industrial Dispute according to the Industrial Dispute Act, 1947. Discuss the various causes of Industrial Dispute. (2+8=10)
6. What do you mean by Grievance and Discipline? Very briefly explain the different types of Discipline. Discuss the Standard Grievance Handling Procedure. (2+2+6=10)



7. Define Trade Union. How a Trade union can be registered? What are the different functions and tactics of Trade Union? Mention some conditions when Workers can be laid off? (1+2+2+2+3=10)
8. What is Collective Bargaining and code of Discipline? What are the different forms of Collective Bargaining? According to you which perspective among all the perspective of Industrial Relation is the best and why? (2+3+5=10)

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**Duration: 20 minutes**

**Marks – 20**

**(PART A - Objective Type)**

**I. Choose the correct answer:**

**1×20=20**

1. Which of the following is the correct order of settlement of Industrial Dispute?
  - i. Industrial Tribunal
  - ii. Conciliation
  - iii. National Tribunal
  - iv. Labour Court
  - a. i,ii,iii,iv
  - b. ii,iv,i,iii
  - c. ii,i,iii,iv
  - d. ii,i,iv.iii
2. Which is not the characteristic of Grievances?
  - a. Factual
  - b. Disguised
  - c. Fabricated
  - d. Imaginary
3. Which of the following is an illegal industrial action as per law?
  - a. Mutual insurance
  - b. Lock out
  - c. Collective Bargaining
  - d. Gherao
4. First come last go and last come first go is the principle of which of the following provision?
  - a. Dismissal
  - b. Retrenchment
  - c. Closure
  - d. Lay-off
5. Which of the following is not an intramural welfare facility?
  - a. Housing facility
  - b. Canteen
  - c. Workmen safety measures
  - d. Drinking water facility
6. Who are not the actors of Industrial Relations?
  - a. Workers and their organisation
  - b. Employers and their organisation
  - c. Community and cultural association
  - d. Government and role of the state
7. Find out the characteristic of Collective Bargaining which is not applicable.
  - a. It is a collective process
  - b. It is not a bipartite process
  - c. It is flexible process
  - d. It is interdisciplinary system
8. Which of the following is the primary source of income for Trade Union?
  - a. Donation
  - b. Membership subscription
  - c. Sale of periodicals
  - d. Other sources



9. In which year the Trade Union movement was started in India?  
a. 1918                      c. 1920  
b. 1919                      d. 1921
10. Which of the following contributes in promoting healthy industrial relations in an organisation?  
a. Compulsory Arbitration                      c. Adjudication  
b. Collective Bargaining                      d. Voluntary Arbitration
11. Trade Union cannot represent legally if it is \_\_\_\_\_  
a. Not registered                      c. Not recognised  
b. Led by Political party                      d. Works for multiple industries
12. Which of the following is not the principle of Trade Unionism?  
a. Unity is Strength                      c. Equal Pay for equal work  
b. Security of service                      d. Right to lock out
13. Which of the following is not a function of Industrial Relations?  
a. Establishment of Workers and Managers Communication.  
b. Establishment of Employees and Management rapport.  
c. Ensure Trade Union Creative contribution.  
d. To improve Workers strength.
14. The Code of Discipline was ratified by the Indian Labour Conference to ensure discipline in industry. Identify the year of ratification out of the following?  
a. 1957                      c. 1958  
b. 1942                      d. 1962
15. Which of the following is correct with Worker's Participation in Management?  
a. Workers get more benefit  
b. Workers increase productivity  
c. Workers decide their work themselves  
d. Workers participate in decision making process.
16. Which of the following is/are the essence of model grievance procedure?  
a. Settlement at the lower level.  
b. Settlement as expeditiously as possible.  
c. Settlement to the satisfaction of the aggrieved.  
d. All of the above.
17. Which of the following punishments fall under minor punishment?  
i. Warning                      iii. Demotion  
ii. Censure                      iv. Dismissal  
  
a. i & ii                      c. i & iv  
b. i & iii                      d. ii & iii