

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

(Use separate answer scripts for Objective & Descriptive)

Duration : 3 hrs.

Full Marks : 70

[PART-A : Objective]

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1 × 20 = 20

1. Which of the following is not a short-term objective of trade union?
a. Wage increase
b. Social security
c. Enhancement of dearness allowance
d. Establishment of socialistic society
2. Which of the following factors is/are helpful in promoting peaceful Industrial relation?
a. Mutual understanding.
b. Freedom of expression.
c. Freedom of Association and Collective Bargaining.
d. All of the above.
3. Which is not the characteristic of Grievances?
a. Factual
b. Disguised
c. Fabricated
d. Imaginary
4. Which of the following is an illegal industrial action as per law?
a. Mutual insurance
b. Lock out
c. Collective Bargaining
d. Gherao
5. In India in which date the Labour Day is observed?
a. 1st May
b. 1st April
c. 1st June
d. 1st October
6. 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
7. Which of the following is not regarded as Trade Union Weapon?
a. Strike
b. Picketing
c. Check-off
d. Boycott
8. Which of the following is correct with Worker's Participation in Management?
a. Workers get more benefit.
b. Workers' productivity increase.
c. Workers decide their work themselves.
d. Workers participate in decision making process.
9. 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

10. Which of the following is not an intramural welfare facility?
 - a. Housing facility
 - b. Workmen safety measures
 - c. Canteen
 - d. Drinking water facility
11. Which of the following is the primary source of income for Trade Union?
 - a. Donation
 - b. Sale of periodicals
 - c. Membership subscription
 - d. Other sources
12. _____ have a protecting role of safeguarding worker's interest.
 - a. International Agencies
 - b. Trade Union
 - c. Management
 - d. Society
13. 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'
14. 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
15. 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.
16. _____ are the rules and regulations which govern the conditions of employment of workers.
 - a. Standing orders
 - b. Policies
 - c. Advice
 - d. None of these
17. 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
18. According to the Trade Union Act, 1926, minimum how many workers are required to form union and get registered?
 - a. Seven (7)
 - b. Ten (10)
 - c. Eight (8)
 - d. Nine (9)
19. Which of the following is not the right of Registered Trade Union?
 - a. Right to employ anyone without consulting with management.
 - b. Right to collect membership fees within the premise of the organization.
 - c. Right to raise issues with the management.
 - d. Right to discuss members' grievances with employer.
20. The decision given by an 'Arbitrator' is called _____.
 - a. Degree
 - b. Sentence
 - c. Award
 - d. Reward

==***==

(**PART-B : Descriptive**)

Time : 2 hrs. 40 min.

Marks : 50

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

1. Discuss the different Settlement machineries that are available to settle down conflicts in organisation according to the Industrial Dispute Act, 1947. 10
2. What do you mean by Industrial relation? Briefly explain about the Sociological approach of Industrial relation. Mention any four scopes of Industrial relation. 1+4+5=10
3. Define Standing orders. Explain the different standing orders according to the Industrial Employment (Standing orders) Act, 1946. 2+8=10
4. What is Workers' Participation in Management? Discuss the different levels of Workers' Participation in Management. 2+8=10
5. Define Trade Union. Briefly explain the registration procedure of a Trade Union. Mention the different responsibilities of a registered Trade Union. 1+4+5=10
6. What do you mean by Collective Bargaining? Discuss the different forms of Collective Bargaining which normally organisations follow. 2+8=10
7. What do you mean by Industrial Dispute? Mention any three causes of Industrial Dispute. Mention the different forms of Industrial Dispute. 2+3+5=10
8. Explain briefly the different types of Discipline. How Code of Discipline, negotiation and Grievance management can bring peace in industry? 4+6=10

== *** ==