	Utech
Name:	
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CS/MHA/SEM-3/MHA-307/2011-12 2011

INDUSTRIAL RELATIONS

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any ten of the following:

 $10 \times 1 = 10$

- i) is a voluntary method of resolving industrial dispute, if the dispute is not settled by the negotiating parties.
 - a) Adjudication
- b) Court of enquiry
- c) Industrial tribunal
- d) Voluntary arbitration.
- ii) The following are the features of collective bargaining, except
 - a) voluntary
- b) continuous
- c) representation
- d) legal.

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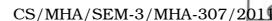
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- iii) Skills required for negotiation are all the following except
 a) flexibility
 b) objectivity
 - c) active lintening
 - d) aggressiveness.
- iv) Functions of Trade Union are
 - a) intra-mutual function b) social function
 - c) both (a) & (b) d) none of these.
- v) As a counterpart of strike, the corresponding weapon in the hands of the employer to resist the collective demands of workmen or to enforce his terms, is
 - a) Lay-off
- b) Lock-out
- c) Adjudication
- d) Retrenchment.
- vi) The Trade Union Act was enacted in the year
 - a) 1925

b) 1926

c) 1927

- d) 1928,
- vii) Who is regarded as the father of system approach?
 - a) John Dunlop
 - b) Max Weber
 - c) None of them.



- viii) Which of the following aids worker participation in management?
 - a) Works Committee
 - b) Joint Management Council
 - c) Workers' Directors
 - d) All of these.
- ix) Shop Councils and Joint Councils aid
 - a) settlement of an industrial dispute
 - b) workers' participation
 - c) both (a) & (b)
 - d) none of these.
- x) unions believe in destruction of existing social and economic order and creation of a new one.
 - a) Uplift Unions
- b) Revolutionary Unions
- c) Welfare Unions
- d) Reformist Unions.
- xi) Tripartite bodies are
 - a) Indian Labour Conference
 - b) Standing Labour Committee
 - c) both (a) & (b)
 - d) none of these.
- xii) in case, the disciplinary authority decides to punish the employee for his misconduct, which of the following is the minor punishment?
 - a) Discharge
- b) Demotion
- c) Dismissal
- d) none of these.

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GROUP - B

(Short Answer Type Questions)

Write short notes on any three of the following.

 $3 \times 5 = 15$

- 2. Types of strike.
- 3. Problems of Industrial Workers.
- 4. Techniques of grievance handling.
- 5. Features of collective bargaining.
- 6. Objectives of ILO.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. What do you understand by Industrial Relations? Discuss and compare the approaches of Industrial relations in detail.

5 + 10

- 8. Define Trade Union. Examine in detail the methods used in recognition of trade union. What are the rights of recognized trade unions? 2 + 8 + 5
- 9. What do you understand by the term "conflict" in the context of IR? What are the types of conflict? What are the strategies for conflict resolution? 2 + 6 + 7
- 10. Indicate the importance of negotiation in Industrial Relations. What are the skill and tactics of negotiation? Discuss briefly the process of negotiation. 3 + 6 + 6
- 11. Explain the term 'employee discipline'. What are the objectives of disciplinary action? Discuss in detail the stages of disciplinary action proceedings. 2 + 3 + 10

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