



Name :

Roll No. :

Invigilator's Signature :

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 × 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.



iii) Skills required for negotiation are all the following, *except*

- a) flexibility
- b) objectivity
- c) active listening
- 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 × 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 × 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

