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Enrollment No.....



Faculty of Management Studies
End Sem Examination Dec-2023

MS3EH01 Industrial Relations

Programme: BBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

- Q.1 i. Identify the major actor of industrial relations from the following: **1**
(a) Employers (b) Unions
(c) Government (d) All of these
- ii. The Trade Unions Act came into operation from _____. **1**
(a) 1st June 1927 (b) 1st May 1926
(c) 1st June 1926 (d) None of these
- iii. The formal written complaint of employees is called as _____. **1**
(a) Grievance (b) Conspiracy
(c) FIR (d) Memo
- iv. Open door policy of grievance handling is best suited for: **1**
(a) MNC (b) Small (c) Medium (d) Large
- v. _____ is a method of negotiation between a group of **1**
employees and the employer which aims at an agreement to decide
their working conditions, salaries, benefits, and other
compensations and rights for the workers.
(a) Comprehensive bargaining
(b) Complete bargaining
(c) Collective bargaining
(d) Absolute bargaining
- vi. Through which of the following safety, welfare and work-related **1**
issues are resolved?
(a) Bargaining (b) Information sharing
(c) Consultation (d) Arbitration

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- vii. In which year did the industrial disputes act come into operation? **1**
 (a) 1947 (b) 1949 (c) 1953 (d) 1963
- viii. To which settlement machinery can the central government refer the disputes under rule 81 - A? **1**
 (a) Conciliation (b) Arbitration
 (c) Adjudicator (d) Supreme Court
- ix. In which of the following approaches 'good will' is considered as an important goal of labour welfare work? **1**
 (a) Placating theory (b) Public relations theory
 (c) Fundamental theory (d) Philanthropic theory
- x. For which of the following categories of workers, there is no provision for welfare fund? **1**
 (a) The beedi workers (b) Workers of mica mines
 (c) Cine workers (d) Workers of printing industry
- Q.2 i. Write any four objectives of industrial relations. **2**
 ii. Who are the participants in industrial relations? Explain **3**
 iii. Define trade unions. Explain the reasons that employees join trade unions. **5**
- OR iv. What are the problems that are faced by trade unions? Suggest the ways by which the Industrial relation scenario can be improved in India. **5**
- Q.3 i. Mention the objectives of discipline in an industry setting. **3**
 ii. Explain types & principles of discipline. **7**
- OR iii. What are the various causes of grievance? Explain the procedure of employee grievance handling in an industry. **7**
- Q.4 i. Explain features of collective bargaining. **3**
 ii. Describe the process of collective bargaining. **7**
- OR iii. Define workers participation. Explain the levels and methods of workers participation. **7**
- Q.5 i. What are the various forms of industrial disputes? **3**
 ii. Explain the methods for the prevention and settlement of industrial disputes. **7**

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- OR iii. Who are the authorities for the settlement of industrial disputes in India? Explain their roles with suitable examples. **7**
- Q.6 Write short notes on any two:
- i. Labour welfare policy **5**
 ii. Historical development of labour welfare in India **5**
 iii. Importance of employee safety at workplace. **5**
