

Unit 13: Managing Industrial Relations

1.

Who are the different actors in Industrial Relations?

Government

Employees

Employers

All of the above

2.

Industrial relations help in banning of the unfair practices on the part of management and unions.

True

False

3.

Industrial relations help in banning of the unfair practices on the part of management and unions.

Inter-personal

Individual

Industrial

All of the above

4.

What is the time duration of first phase of Industrial Relations?

1950-mid 1960s

mid 1960s to 1979

1947-1950

None of the above

5.

Which cannot be called as a factor affecting industrial relations?

Economic factors

Physiological factors

Political factors

Institutional factors

6.

Introducing a suitable system of employees' education and training is a principle of good industrial relation.

True

False

7.

Which was a period of boom for employers?

1950-mid 1960s

mid 1960s to 1979

1947-1950

None of the above

8.

Which is an orientation towards Industrial Relations?

In terms of Class
Conflict

In terms of mutuality of
interest of different
groups

As a consequence of
interaction of various
factors both within an
organization and
outside it

All of the above

9.

$R=f(A,T,M,P,I)$ is a formula of which Industrial Relations approach?

System's approach

Unitary approach

Pluralistic approach

Marxist approach

10.

Which theory is also known as “Oxford Approach”?

System's approach

Unitary approach

Pluralistic approach

Marxist approach

11.

Who is the person behind the concept of the human relations approach?

Keith Davis

Flanders

John Dunlop

All of the above

12.

A complaint that has been formally presented to a management representative or to a union official is known as _____

Complaint

Grievance

Dissatisfaction

All of the above

13.

What are the different forms of grievances?

Factual

Disguised

Imaginary

All of the above

14.

What are the different causes of grievances?

Work Environment

Supervision

Work Group

All of the above

15.

What are the grievance identification technique?

Exit Interview

Opinion Surveys

Observation

All of the above