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## BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – BBA-2022

Course Name – Management of Industrial Relations

Course Code - BBAD601H

( Semester VI )

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Select the parties to industrial relations from the following
  - a) The workers and their organisations, the employers and their associations, and the government and its agencies
  - b) ILO, Government and IMF
  - c) ILO, Board of Directors and Association of employers
  - d) Government, Board of Directors and Association of employees
- (ii) Recognize from the following that is (are) included in ILO's standards with regard to industrial relations
  - a) Right of association
  - b) Right to organize and collective bargaining
  - c) Tripartite consultants
  - d) All of these
- (iii) Select the correct option from the following: Punishment
  - a) eliminates undesirable response
  - b) has no side effect
  - c) is a temporary solution
  - d) All of these
- (iv) Trace from the following that is NOT an alternative to punishment.
  - a) Reward
  - b) Extinction
  - c) Maladjustment
  - d) Environmental Engineering
- (v) Select from the following: Prompt action against misconduct is a
  - a) costly affair
  - b) difficult affair
  - c) fair action
  - d) an effective tool
- (vi) The tactics or strategies to be adopted in any collective bargaining situation vary described upon
  - a) the culture of the organization
  - b) type of union operating
  - c) Political environment
  - d) All of these
- (vii) Workers Participation in Management, 1972 reported
  - a) to make employee empower
  - b) to make employee aware of organizational objectives

- c) to make employee familiar with trade unions d) All of these
- (viii) Workers' participation in management inferred that
- a) Workers have ideas which can be useful b) Workers may work harder if they share in decisions that affect them
- c) Workers participation may act as a spur to managerial efficiency d) All of these
- (ix) Choose which of the following decision(s) that is (are) a proactive industrial relations programme must cover
- a) Communication b) Competence
- c) Discipline and conflicts d) All of these
- (x) Choose the correct Sequence of Disciplinary procedure
- a) Preliminary Investigation - Issue of a Charge Sheet - Suspension Pending Enquiry - Notice of Enquiry b) Preliminary Investigation - Suspension Pending Enquiry - Issue of a Charge Sheet - Notice of Enquiry
- c) Notice of Enquiry - Preliminary Investigation - Issue of a Charge Sheet - Suspension Pending Enquiry d) Notice of Enquiry - Preliminary Investigation - Suspension Pending Enquiry - Issue of a Charge Sheet
- (xi) Choose the correct objective of the Industrial Disputes Act.
- a) To prevent illegal strikes b) To promote measures for securing and preserving good relations between the employers and the employees
- c) to provide relief to workmen in matters of lay - offs retrenchment wrongful dismissals d) All of these
- (xii) The knowledge skills expertise of an organization is established as
- a) Cultural diversity b) Physical capital
- c) Production capital d) Human capital
- (xiii) Determine the correct option: Which of the following approaches assumes that the understanding of industrial relations requires an understanding of the capitalised society?
- a) Marxist approach b) Gandhian approach
- c) Human relations approach d) Giri approach
- (xiv) Choose the act in Industrial Relations that defines the term trade union.
- a) Industrial Trade Resolution 1962 b) Industrial Policy 1991
- c) The trade union and labour relations (consolidation) Act 1992 d) The industrial Employment Act 1946
- (xv) IR is a set of a functional interdependence as it involves issues related to
- a) Economic and occupational b) Social and psychological
- c) Technological and political d) All of these

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. State the forms of collective bargaining. (3)
3. Describe the provisions relating to registration of trade Union. (3)
4. Distinguish between conciliation and arbitration. (3)
5. Describe the objectives of the Grievance redressal system. (3)
6. Analyze the importance of Workers' Participation in Management. (3)

OR

Estimate the role of Shop Council in a Steel plant. (3)

### Group-C

(Long Answer Type Questions)

5 x 6=30

7. State the major functions of Trade Unions. (5)
8. Illustrate the steps of quality circle briefly. (5)
9. Explain the objectives of Grievance redressal system. (5)
10. Explain briefly the different approaches to discipline. (5)
11. Explain briefly the mechaneries for prevention on industrial disputes. (5)
12. Analyze Industrial Relations in India. (5)

OR

Explain the structure of Trade Unions. (5)

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