



# BRAINWARE UNIVERSITY

Term End Examination 2021 - 22  
 Programme – Bachelor of Business Administration  
 Course Name – Management of Industrial Relations  
 Course Code - BBAD601H  
 ( Semester VI )

Time : 1 Hr.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

## Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) Which of the following department has major interest in harmonious industrial relations
  - a) HR
  - b) Production
  - c) Finance
  - d) All of these
- (2) The following 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
- (3) A proactive industrial relations programme must cover the following decision(s)
  - a) Communication
  - b) Competence
  - c) Discipline and conflicts
  - d) All of these
- (4) The utility of non-violence as the means of conflict resolution is the core principle of the
  - a) Marxist approach
  - b) Gandhian approach
  - c) Human relations approach
  - d) None of these
- (5) Which of the following methods are used in Industrial Relations System?
  - a) Collective bargaining
  - b) Discipline procedure
  - c) Grievance redressal machinery
  - d) All of these
- (6) Identify the major actor of industrial relations from the following
  - a) Employers
  - b) Unions
  - c) Government
  - d) All of these
- (7) By employee engagement we mean
  - a) Engagement in works
  - b) Engagement with the organizational policies
  - c) committed to the organisation and contribute
  - d) None of these

fully

- (8) The balance of power is not vested with anyone group; rather, it is maintained between the parties to the industrial relations." This is the essence of the:
- a) Pluralist approach
  - b) System approach
  - c) Unitary approach
  - d) Social action approach
- (9) Policies related to lawful behaviour, posting information, safety information – comes under
- a) Personnel policies
  - b) Compliance with law
  - c) Corporate strategy
  - d) Performance management
- (10) That the behaviour, actions and role of the individuals are primarily shaped by the cultures of the society is the basic assumption in the:
- a) Pluralist approach
  - b) System approach
  - c) Unitary approach
  - d) Social action approach
- (11) The knowledge, skills, expertise of an organization is known as
- a) Cultural diversity
  - b) Physical capital
  - c) Production capital
  - d) Human capital
- (12) 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
- (13) Which section of the act deals with the registration of the trade unions?
- a) Section 7
  - b) Section 8
  - c) Section 9
  - d) Section 10
- (14) How many member's consent is required to change the name of the registered trade union?
- a) 1/4th of the total members
  - b) 3/4th of the total members
  - c) Half of the total members
  - d) 2/3rd of the total member
- (15) On what grounds can a union refuse to admit a person or expel a member?
- a) Goodwill
  - b) Misconduct
  - c) Change in job
  - d) None of these
- (16) Employee empowerment in general means
- a) Increased job autonomy for the superiors
  - b) Increased job autonomy for the subordinates
  - c) Decreased job autonomy for the subordinates
  - d) None of these
- (17) Which of the following is NOT a characteristic of trade union?
- a) Voluntary association
  - b) Common goals
  - c) Individual actions
  - d) Intermediary
- (18) Which union is focused on making the skills of its member valuable and not easily replaceable in organizations?
- a) industrial union
  - b) occupational union
  - c) general union
  - d) white-collar union
- (19) A union meant to protect the interests and rights of the non-manual employees is called
- a) white-collar union
  - b) brown-collar union
  - c) blue collar union
  - d) none of these

- (20) Who is responsible for the maintenance of the 'lists' of independent trade unions?
- a) The Health and Safety Executive  
b) The Central Arbitration Committee  
c) The Certification Officer  
d) None of these
- (21) The code of discipline is based on which of the following principles?
- a) No strike without prior notice  
b) No deliberate damage to the plant /property  
c) Usage of existing machinery for settlement of disputes  
d) All of these
- (22) The trade union movement were at a disadvantage in an age when the \_\_\_\_\_ held the field.
- a) Rage committee  
b) First world war  
c) Second World War  
d) Doctrine of Laissez faire
- (23) Who formed Bombay Millhands Association and in which year?
- a) Sorabjee Shapoorji Bengali in 1880  
b) N.M Lokhandey in 1890  
c) Social Service League in 1910  
d) None of these
- (24) Which of the following is not an 'industrial tort'?
- a) Gross misconduct  
b) Conspiracy  
c) Inducement  
d) Inducement
- (25) Who are the actors of Industrial Relations?
- a) Workers and their organizations  
b) Employers and their organisations  
c) Government and the role of the State  
d) All of these
- (26) Which is the machinery for settlement of Industrial Disputes?
- a) Industrial Tribunal  
b) National Tribunal  
c) Labour Court  
d) All of these
- (27) Who among the following advocated the Trusteeship Theory of Industrial Relations?
- a) N. M. Lokhande  
b) M. K. Gandhi  
c) V. V. Giri  
d) Karl Marx
- (28) Contract Labour (Regulation and Abolition Act), 1970 can be classified into the category of:
- a) Social Security Act  
b) Industrial Relations Act  
c) Welfare Act  
d) Commercial Act
- (29) Who has given the systems Theory of Industrial Relation?
- a) Elton Mayo  
b) John Dunlop  
c) Max Weber  
d) Roethlisberger
- (30) . Who has coined the term Industrial Democracy?
- a) Karl Marx  
b) Sydney and Beatrice Webb  
c) Peter F. Drucker  
d) John Dunlop
- (31) Which of the following is NOT a principle of the Industrial Relations policy?
- a) The Code of Conduct  
b) The code of Discipline  
c) The code of Responsibilities  
d) Labour welfare
- (32) In which of the following ways unions agree upon to maintain discipline in an industry?
- a) Not to engage in any form of physical duress  
b) Not to permit violating demonstration  
c) Not to take too much time in implementing awards, agreements, settlements and decision  
d) All of these

s.

- (33) A system of IR where social issues are discussed between Trade unions and management at enterprise level is
- a) Bipartism
  - b) Tripartism
  - c) Multipartism
  - d) Social dialogue
- (34) \_\_\_\_\_ with the rules, laws and agreements through executive and judiciary machinery influences and shapes IR.
- a) Management
  - b) Society
  - c) Government
  - d) Industry
- (35) Which of the following is/are the main area(s) influenced by ILO's convention and recommendations on the Indian Labour Legislation?
- a) Conditions of Work
  - b) Employment and Unemployment
  - c) Industrial relations
  - d) All of these
- (36) 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
- (37) Before the industrial disputes act was implemented in the year 1947, which act took care of the industrial disputes?
- a) Trade Disputes Act, 1929
  - b) Royal Commission on Labour, 1934
  - c) Labour Management Relations Act, 1947
  - d) None of these
- (38) The kind of bargaining, in which both parties make every possible effort to negotiate and communicate for an agreement, called
- a) good faith
  - b) distributive
  - c) descriptive
  - d) collective
- (39) The neutral party who negotiates the dispute issues by giving public recommendation is called
- a) arbitrator
  - b) fact finder
  - c) Impasse handler
  - d) mediator
- (40) The situation when parties in negotiation are not able to settle negotiation further is called
- a) impasse
  - b) mediation
  - c) intervention
  - d) arbitration
- (41) The industrial peace is secured through voluntary \_\_\_\_\_ and compulsory \_\_\_\_\_.
- a) Compromise and Arbitration
  - b) Adjudication and Arbitration
  - c) Work Committee and Industrial Tribunal
  - d) Negotiation and Adjudication
- (42) 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
- (43) Power has been given to \_\_\_\_\_ to require Works Committee to be constituted in every industrial establishment employing 100 workmen or more.
- a) Appropriate Government
  - b) State Government
  - c) High Court
  - d) Board of Conciliation
- (44) Which permanent settlement machinery has been mentioned in the act accountable for

the speedy and amicable settlement of industrial disputes?

- a) Adjudication
- b) Conciliation
- c) Arbitration
- d) Appropriate government

(45) \_\_\_\_\_ means an interim or a final determination of any industrial dispute or of any question relating thereto by any labour court.

- a) Banking Company
- b) Closure
- c) Award
- d) Conciliation Proceeding

(46) How many members does a conciliation board consist of as per the appropriate government?

- a) Chairman and 1 more member
- b) Chairman and 2 or 4 other members
- c) Chairman and 5 or 6 other members
- d) Chairman and 10 other members

(47) A person shall not be appointed as the presiding officer of a labour court unless he has been the presiding officer under any provincial or state act for not less than \_\_\_\_ years.

- a) 2
- b) 5
- c) 10
- d) 15

(48) Which of the following statements is NOT true about an industrial dispute?

- a) The dispute may relate to employment
- b) The dispute may relate to non-employment
- c) The dispute may be between worker and worker
- d) The dispute may be between employer and government

(49) What is meant by the term 'collective bargaining'?

- a) A process by which a union negotiates with suppliers for the provision of e.g. office furniture
- b) A process by which a union meets with another union to discuss recruitment
- c) A process by which a union recruits new members
- d) A process by which a union negotiates with an employer on behalf of its members on matters concerning the terms and conditions of employment

(50) The items for bargaining that are not allowed to deal by law are classified as

- a) voluntary bargaining items
- b) illegal bargaining items
- c) permissible bargaining items
- d) none of these

(51) If cost of living increases, employee demands for more

- a) pay
- b) jobs
- c) recognition
- d) political involvements

(52) The process through which representatives of management and the union meet to negotiate a labour agreement.

- a) Participative management
- b) Collective bargaining
- c) Negotiation
- d) Industrial relations

(53) The voluntary withdrawal of labour of company is classified as

- a) strike
- b) picketing
- c) Boycott
- d) Impasse

(54) The scope of collective bargaining is a term which describes:

- a) the way collective agreements are recorded
- b) the level of trust that exists between the negotiating parties
- c) the range of topics or issues which are the subject of negotiation
- d) All of these

(55) Which of the following is NOT one of the different levels at which collective bargaining

g can take place?

a) industry level

c) Organisational level

b) workplace level

d) non-union sector level

(56) Collective Bargaining does NOT include

a) negotiation

c) framing of legislature related to employment

b) administration and enforcement of the written contracts

d) process of resolving labour-management conflicts

(57) Benefits of collective bargaining is lost due to

a) Inter-unions rivalry

c) Lack of recognition

b) Lack of able leaders

d) None of these

(58) The success of negotiation relies upon

a) Team spirit

c) hearing to the demands of the union

b) Separating the personalities from the problems

d) All of these

(59) Any collective bargaining strategy must result in

a) a good agreement

c) further negotiation

b) impasse

d) violence

(60) Workers' participation in management is involvement of workers only in the areas of activities of the enterprises where they can make

a) Positive contribution

c) Marginal contribution

b) Negative contribution

d) None of these