



BBA  
Fifth Semester  
INDUSTRIAL RELATIONS  
(BBA- 22)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20  
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

Answer any four from *Question no. 2 to 8*  
*Question no. 1 is compulsory.*

1. Discuss the different form of Workers Participations in Management that are found in various organisations? 10
2. What are the Bipartite and Tripartite Negotiations? Discuss the roles of ILO in promotion of Industrial peace in industry. 2+8=10
3. What do you mean by Industrial Relation? Discuss the different scopes and functions of Industrial Relation. 1+4+5=10
4. Define Trade Union. What are the various functions that performed by Trade union? In India, what are the different problems are being faced by Trade Union in today's Industrial competitive environment? Discuss. 1+3+6=10
5. What do you mean by Collective Bargaining? Mention the different features of Collective Bargaining. How Workers education and Collective Bargaining are important in promoting industrial peace? 1+3+6=10
6. Mention some characteristics of Indian Labour. Discuss about the roles of employers' organisation in the context of maintaining industrial relation. 4+6=10



7. What do you mean by Industrial Dispute? Discuss briefly the different causes of Industrial Dispute. What are the different tools of Industrial dispute that are available in the hands of workers? Discuss. 1+3+6=10
8. What do you mean by Labour Welfare and Labour Court? What are the matters that Labour Court deals with them? Discuss the Conciliation procedure of Settlement Machinery. 2+2+6=10

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**BBA**  
**Fifth Semester**  
**INDUSTRIAL RELATIONS**  
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**Duration: 20 minutes**

**Marks – 20**

**(PART A - Objective Type)**

**I. Choose the correct answer:**

**1×20=20**

1. Which of the following is the goal of ILO?
    - a. Creation of Jobs for men and women
    - b. Not just creation of jobs but the creation of jobs of acceptable quality.
    - c. Not overcoming under employment
    - d. All of the above.
  
  2. What is the minimum no. of workers required to form a Trade Union?
    - a. 7 workers
    - b. 100
    - c. 10%
    - d. 10% or 100 or 7
  
  3. Which of the following is an agency for providing labour welfare facilities in Factories?
    - a. Trade Union
    - b. Government
    - c. Management
    - d. NGO
  
  4. In which year the All India Trade Union Congress (AITUC) was established?
    - a. 1919
    - b. 1921
    - c. 1920
    - d. 1922
  
  5. Which of the following out-side third party who is brought into settle a dispute and having authority to make a decision?
    - a. Government
    - b. Union
    - c. An Arbitrator
    - d. Legal expert.
  
  6. Which of the following is correct with Collective Bargaining?
    - a. It is a one party process
    - b. It is two party process
    - c. It is multi party process
    - d. None of the above.
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7. Match the following:

Weapon

- A. Strike
- B. Lock out
- C. Adjudication
- D. Arbitration

- a. A-iv, B-i, C-ii, D-iii
- b. A-ii, B-iii, C-iv, D-i

Agent

- i. Employer
- ii. Arbitrator
- iii. Employee
- iv. Courts

- c. A-i, B-ii, C-iii, D-iv
- d. A-iii, B-i, C-ii, D-iv.

8. Which of the following is not a principle of Labour welfare?

- a. The principle of Uniformity
- b. The principle of Co-ordination and integration
- c. The principle of Association
- d. The principle of Timeliness.

9. Which of the following is not correct with ILO?

- a. ILO is a Tripartite Body
- b. ILO passes only recommendationd.
- c. ILO was established in 1919.
- d. None of the above.

10. Which one of the following is called the World Parliament of Labour?

- a. Governing body of ILO
- b. United Nation
- c. International Labour Conference
- d. UNICEF

11. Which of the following is not true in regard to the approaches to Industrial Relations?

- a. Giri Approach
- b. Gandhi Approach
- c. Sociological Approach
- d. Nehru Approach.

12. In which of the following system of Industrial relations the social and labour issues are discussed between trade unions and management at enterprise level?

- a. Bipartism
- b. Social dialogue
- c. Tripartism
- d. None of the above.

13. Which of the following refers to Good Industrial Relations?

- a. Absence of Industrial dispute
- b. Greater use of collective bargaining
- c. Friendly attitude of Employer and Trade Union
- d. All of the above.

14. Which one of the following settlement methods is not relevant to Industrial relations for disputes?
- a. Collective bargaining
  - b. Adjudication
  - c. Reference to Civil court
  - d. Voluntary Arbitration.
15. Which of the following country is said to be the home of Collective Bargaining?
- a. United Kingdom
  - b. USA
  - c. Sweden
  - d. France.
16. Which of the following is not a type of Trade Union?
- a. Craft Union
  - b. Consumers' union
  - c. General Union
  - d. Industrial Union
17. Within what time frame the Conciliation Officer is responsible to give the reward to the respective Government on dispute?
- a. 10 days
  - b. 12 days
  - c. 14 days
  - d. 16 days.
18. In which system Unions and Management negotiate with each other to develop the work rules, under which union members will work for a stipulated period of time?
- a. Manpower Planning
  - b. Collective Bargaining
  - c. Career Planning
  - d. Training and Development.
19. Welfare Programmes undertaken outside of the organisation is called \_\_\_\_.
- a. Statutory welfare programme
  - b. Non-statutory welfare programme
  - c. Extramural welfare programme
  - d. Intramural welfare programme.
20. Which of the following is not included under intra-mural labour welfare facilities?
- a. Canteen facilities
  - b. Creches
  - c. Washing facilities
  - d. Housing facilities.

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