

D 130031

(Pages : 2)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2025**

B.B.A.

BBA 5B 11—INDUSTRIAL RELATIONS (HUMAN RESOURCE MANAGEMENT
SPECIALIZATION—II)

(2019 Syllabus)

Time : Two Hours and a Half

Maximum : 80 Marks

Part A*Answer all questions.*

1. What are Industrial Relations ?
2. What is Employee Discipline ?
3. What is Team Dynamics ?
4. Difference between Lockout and Gherao.
5. Define Minimum Wages.
6. Write a note on Industrial Tribunals ?
7. What is Trade dispute ?
8. What is Johari Window ?
9. What is Tripartism ?
10. What is labour turnover ?
11. What is organisational dynamics ?
12. What is meant by conciliation ?
13. Who are shop stewards ?
14. What is collective bargaining ?
15. What is Bonus ?

(15 × 2 = 30, Maximum ceiling 25 marks)

Turn over

Part B

Answer all questions.

16. What are the duties of trade unions ?
17. Explain the causes of employee indiscipline ?
18. Explain the features of Factories Act, 1948 ?
19. What are the meaning and objectives of collective bargaining ?
20. Discuss the factors affecting industrial relations conflicts.
21. What do you understand by minimum rate of wages ?
22. Explain the causes of Industrial dispute ?
23. Explain the objectives of industrial relations ?

(8 × 5 = 40, Maximum ceiling 35 marks)

Part C

*Answer any two questions.
Each question carries 10 marks.*

24. Define Industrial Relation. Explain in detail the characteristics and constraints of Industrial relations ?
25. Explain in detail the legislations in connection with wages ?
26. Define Industrial Disputes. Discuss in detail the machinery for resolving industrial disputes under law.
27. What is the importance of trade unions ? Discuss the various obstacles faced by trade unions ?

(2 × 10 = 20 marks)

D 130031–A

(Pages : 4)

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B.B.A.

**BBA 5B 11—INDUSTRIAL RELATIONS (HUMAN RESOURCE MANAGEMENT
SPECIALIZATION—II)**

(2019 Syllabus)

(Multiple Choice Questions for SDE Candidates)

Time : 15 Minutes**Total No. of Questions : 20****Maximum : 20 Marks****INSTRUCTIONS TO THE CANDIDATE**

1. This Question Paper carries Multiple Choice Questions from 1 to 20.
2. The candidate should check that the question paper supplied to him/her contains all the 20 questions in serial order.
3. Each question is provided with choices (A), (B), (C) and (D) having one correct answer. Choose the correct answer and enter it in the main answer-book.
4. The MCQ question paper will be supplied after the completion of the descriptive examination.

BBA 5B 11—INDUSTRIAL RELATIONS (HUMAN RESOURCE MANAGEMENT
SPECIALIZATION—II)

(Multiple Choice Questions for SDE Candidates)

1. One of the major reasons for line staff conflict is :
 - (A) Empathy towards the limitations of each other.
 - (B) Complete understanding of the business by the staff function.
 - (C) Prejudice and bias against each other.
 - (D) Strategic orientation of the staff function.
2. The method of smoothing out differences to resolve a conflict between two parties in view of larger interests is :
 - (A) Avoidance.
 - (B) Accommodation.
 - (C) Arbitration.
 - (D) Mediation.
3. Leaders perform :
 - (A) Decisional roles.
 - (B) Informal roles.
 - (C) Informational roles.
 - (D) Interpersonal roles.
4. Shifting from manual to computerized system is resulted due to :
 - (A) Workforce diversity.
 - (B) Technological advancement.
 - (C) Stake holders involvement.
 - (D) Globalization.
5. Organizations put maximum effort in measuring performance of organizational people because :
 - (A) It makes procedures cost effective.
 - (B) It helps in detecting the problems.
 - (C) It leads to product innovation.
 - (D) It assists in implementing new technology.
6. In order to promote unbiased management, organizations should develop :
 - (A) Powerful union.
 - (B) Strategic alliance.
 - (C) Legal compliance.
 - (D) Stakeholder influence.

7. Reduced hours technique is used to :
- (A) Increase lay-offs (B) Cope with surplus.
(C) Initiate creative recruiting. (D) Provide training.
8. _____ are programs designed to help employees whose job performance is suffering because of physical, mental or emotional problems.
- (A) Employee Assistance Programs. (B) Wellness Programs.
(C) Safety Programs. (D) Managed health.
9. _____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee
- (A) Employee Equity. (B) Team Equity.
(C) Internal Equity. (D) All of the given options.
10. One of the most popular methods of increasing employee responsibility and control is _____.
- (A) Outsourcing. (B) Military model of management.
(C) HRIS. (D) Work teams.
11. The project manager's leadership style should be matched to the corresponding developmental level of the project team and should move through successive steps in the following order.
- (A) Disciplinary, autocratic, participative.
(B) Staff planning, team training, performance monitoring.
(C) Team building, team development, responsibility assignment.
(D) Directing, coaching, supporting, delegating..
12. Legitimate power is :
- (A) Power derived from a person's formal position in the organization.
(B) Power bestowed due to a person's personal qualities and abilities.
(C) Power earned based on a person's technical knowledge, skill, or expertise in a particular area.
(D) Power to distribute information as one sees fit.
13. A technique for resolving conflict in which the parties agree to have a neutral third party hear the dispute and make a decision is called :
- (A) Negotiation. (B) Arbitration.
(C) Smoothing. (D) Forcing.

Turn over

14. The key to achieving and maintaining success in the role of a project manager is the use of :
- (A) Formal authority. (B) Reward power.
(C) Expert power. (D) Referent power.
15. Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following :
- (A) Gender discrimination. (B) Legal consideration.
(C) Repeat discrimination. (D) Glass ceiling effect.
16. _____ requires that supervisors and employees determine objectives for employees to meet during the rating period and the employees appraise how well they have achieved their objectives.
- (A) MBO. (B) BPO.
(C) RPO. (D) APO.
17. When the firm changes the way it operates, the process is known as ?
- (A) Downsizing. (B) Brain drain.
(C) Restructuring. (D) Outsourcing.
18. The minimum numbers and workers required for the provision of canteen facilities under the factories act 1948 _____.
- (A) 250 workers. (B) 275 workers.
(C) 300 workers. (D) 325 workers.
19. The minimum number of women workers required for the provision of creche under the factories act 1948 :
- (A) More than 30 women workers. (B) More than 40 women workers.
(C) More than 50 women workers. (D) More than 60 women workers.
20. The objectives of workers' participation in management do not ordinarily include :
- (A) Promotion of collective bargaining.
(B) Promotion of industrial democracy.
(C) Promotion of industrial harmony.
(D) Promotion of productivity.