

MCQ
IR & LL

1. In case the non-executive is not satisfied with the decisions provided by the Stage 3 Grievance stage, he may make an appeal to:
 - a) **The concerned Head of the department**
 - b) HR Department
 - c) Labour Commissioner
 - d) Regional Labour Commissioner

2. Involvement of union in respect of non-executive development with respect to enhancing participation levels is not done in the following committee:
 - a) Works committee
 - b) Quality circles,
 - c) Grievance handling committees
 - d) **Recruitment cell**

3. For the smooth, cooperative and supportive working relations organizations should:
 - a) **Evolve a system of involvement of trade unions and giving them needed recognitions of their cause**
 - b) Wait for getting a positive support
 - c) Try to make them positive
 - d) Celebrate Union Day

4. Organizations may celebrate a Union Day in a year to:
 - a) To make union more popular
 - b) **Recognize an exemplary nature of union contribution**
 - c) Strengthen participative mechanisms
 - d) Bring different unions in the organization together

5. To get positive outcomes from various committees such as works committee, quality circles *etc* IRs role is more important in:
 - a) **Educating and providing mentorship to office bearers of unions**

- b) Conducting programs on Mentoring & Coaching
 - c) Train all workers in positive attitude
 - d) Enforce the process as per the structure
6. Improving the union management relations requires focusing on:
- a) **Devising specific Continuous Improvement System of Dealing with Union**
 - b) Give high importance to union leaders in the organization
 - c) Transfer the union office bearer in case of escalating conflicts between union and management
 - d) Be fair and firm in all actions
7. The best system of dealing with multiple unions are:
- a) Recognizing only one union as per the management's choice
 - b) Recognizing all unions
 - c) Recognizing after due union elections
 - d) **Recognize more than one union to have representation of more than 2 / 3rd of the workmen in the organization**
8. Capacity Building of Union Office Bearers can be done best by:
- a) **Identifying various institutions such as TISS, XLRI, where developmental programmes for trade unions are organized and sending there for training and / or educational programmes for development.**
 - b) Organizing short term training programs on topics of interest
 - c) Sending for programs at attractive locations
 - d) Deputing to other organizations
9. The Industrial Employment (Standing Orders) Act was formed in:
- a) **1946**
 - b) 1947
 - c) 1943
 - d) 1048
10. **Regular/Permanent** workman are those:
- a) Who have been engaged on a regular basis
 - b) **Who have been engaged on a regular basis and who has satisfactorily completed his probationary period and who has been given a letter by the Management confirming him against a regular post.**
 - c) Who have been engaged on a regular basis and who has satisfactorily completed his one year period post joining
 - d) One who has completed five years of service in the organization

11. An employee may appeal against an order imposing upon him any of the penalties:

- a) **Within one month from the date of communication of the order appealed**
- b) Within one week from the date of communication of the order appealed
- c) Within two weeks from the date of communication of the order appealed
- d) Within three months from the date of communication of the order appealed

12. The participative forums are primarily set up with the objectives of:

- A) Bringing high involvement and commitment among workers group leading to high work engagement**
- B) Joint decision making by management and workmen
- C) Giving union a greater say in management
- D) To curb growth of unions

13. Participative forums address such issues as:

- i) That improves the support process of supervisory groups
- ii) That improves the support process of officers
- iii) **That improves the involvement of workers for decision making in management**
- iv) Strengthens the functioning of union

14. The purpose of Grievance Management System is:

- A) Central to improving industrial relations climate**
- B) Solves unions problems
- C) Resolving inter-union rivalries
- D) Resolving intra-union conflicts

15. The grievance management system has:

- A) Two stages
- B) Three stages**
- C) Four stages
- D) Five stages

16. Union management relations is important today because:

- A) It has become a non-significant matter today
- B) Union can be made to play a more proactive role than reactive role**
- C) It mandatory as per the Trade Union Act
- D) It mandatory as per the ID Act

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18. Parties to industrial relations are

- A) ILO, Government, Association of employers**
- B) ILO, Government, IMF
- C) ILO, Board of Directors, Association of employers
- D) Government, Board of Directors, Association of employers**

19. Which of the following statements about workers' participation in Management in India is not true?

- (A) It is a part of the 20 point Economic programme.
- (B) It is provided in the Directive Principles of State Policy.
- (C) It is made a Constitutional provision under the 42ndAmendment Act.
- (D) It is a justiciable right of the workers.**

20. Industrial Dispute Act, 1947 provides the following industrial relations machinery for resolution of conflicts: (Tick mark the wrong one):

- A) Negotiation
- B) Conciliation
- C) Meditation**
- D) Arbitration