1) __________________ refers to all types of relationship between all the parties concerned with industry.
   a. Industrial relations.
   b. Human relations.
   c. General relations.
   d. Human Relations

2) The scope of IR does not include
   a. Employer and employee relation.
   b. Employee and trade union relation.
   c. Employer, employee and trade union relation.
   d. Employee and customer relation

3) John Dunlop gave the
   a. Gandhian approach
   b. System approach
   c. Oxford approach
   d. Matrixs approach

4) Collective bargaining was considered as apex of IR system is concerned with
   a. Gandhian approach
   b. Systems approach
   c. Oxford approach
   d. All of these

5) __________ is the ultimate remedy for the settlement of industrial dispute through the intervention by
   the third party appointed by the government
   a. Conciliation
   b. Voluntary Arbitration
   c. Adjudication
   d. Collective bargaining

6) Which of the following is not a type of trade union
   a. Craft union
   b. Stable union
   c. Company union
   d. Industrial union

7) The first union was recognized in
   a. 1884
   b. 1890
   c. 1918
   d. 1920
8) AITUC was established in
   a. 1920
   b. 1954
   c. 1930
   d. 1970

9) Such union destroying the present economic system by resorting the revolutionary measures. The seek to abolish the wage system and private property
   a. Anarchist
   b. Political union
   c. Predatory
   d. Guerilla Union

10) The first president of AITUC was
   a. Sarabhai and Banker
   b. Gandhiji
   c. Lala Lajpat Rai
   d. Jawaharlal Nehru

11) Hind Mazdoor Panchayat (HMP) was established in
   a. 1965
   b. 1948
   c. 1930
   d. 1945

12) All India Trade Union Congress (AITUC) has political link with
   a. CPI
   b. CPI(M)
   c. BJP
   d. CBI

13) Recognition of the trade union was made by the provision of
   a. Trade union act, 1926
   b. Industrial disputes Act, 1947
   c. Code of discipline
   d. Factories Act 1948

14) Which is not a structure of trade union of industrial organization
   a. Craft union
   b. General union
   c. Industrial union
   d. Consumers union

15) Which of the following is not a part of industrial relations
   a. Government and employers
   b. Trade unions, union federations or associations
   c. Foreign companies
   d. Labor courts and Tribunals
16) The international labor organization was established in
   a. April 19, 1919
   b. May 20, 1920
   c. April 9, 1919
   d. April 19, 1949

17) Which of the following can not be a cause of strike
   a) Salary and incentive problems
   b) **Discontinuity in services due to over age**
   c) Wrongful discharge or dismissial of workmen
   d) Dissatisfaction with company policy

18) Which of the following cannot be categorized as the main aim of works committees
   a) Giving greater participation to workers
   b) **Providing better opportunities outside the organization**
   c) Generating co-operative atmosphere for negotiation between parties
   d) Ensuring close interaction between labour and management

19) Which of the following is not the principle of total quality management
   a) **High quality high cost**
   b) Measure the cost of quality
   c) Manage by prevention, not correction
   d) Meet the customers requirement on time, the first time and 100% of the time

20) Which of the following is not the most important aspects of the process of collective bargaining
   a) Negotiations
   b) **Confrontations**
   c) Discussions
   d) Compromise

21) Who of the following is not associated with concept of industrial relations system
   a) Frederick Taylor
   b) R.A. Lestler
   c) Dale yoder
   d) Prof. Dunlop

22) Who defined industrial relations as “Industrial relations may be defined as the complex of inter relations among workers, managers and government
   a) Dale yoder
   b) **Prof. Dunlop**
   c) Frederick Taylor
   d) R.A. Lestler

23) _____________ is used to denote the collective relationship between management and workers
   a) **Industrial relation**
   b) Social relation
   c) Family relation
   d) Personal relation
24) __________ with the rules, laws and agreement through executive and judicial machinery influences and shapes industrial relation
   a) Society
   b) Industry
   c) **Government**
   d) Judiciary System

25) ___________ approach focus on the types of society in which organization functions
   a) Lenin
   b) Gandhian
   c) **Marxist**
   d) Autocratic

26) According to ___________ approach industrial relations a social sub system within the economic and political system
   a) **System approach**
   b) Human relation approach
   c) Leadership approach
   d) Group discipline approach

27) ___________ Having a protecting role of safeguarding workers interests
   a) **Trade unions**
   b) Management
   c) International agencies
   d) Society

28) __________ or ___________ regulates the relationship between workers organization and employers organization
   a) Society, Employees
   b) NGO’s, Government
   c) **Government, State Machinery**
   d) Judiciary system and police

29) ___________ is process in which representatives of workers and employees are brought together before a third person or a group of person with view to come to mutually satisfying agreement
   a) **Conciliation**
   b) Merger
   c) Diversification
   d) Expansion

30) ___________ is person appointed voluntarily if the dispute is not settled by conciliation
   a) Bidder
   b) **Arbitrator**
   c) Nominee
   d) Representative
31) ____________ is another name of compulsory arbitration
   a) Adjudication
   b) Amortization
   c) Dissolution
   d) Fraction

32) ____________ is the technique that has been adopted by unions and management to reconcile their conflicting interests
   a) Arbitration
   b) Collective bargaining
   c) Court intervention
   d) Social norms

33) __________ refers to mental and emotional involvement of a person in a group situation which encourages him to contribute to goals and share responsibilities in them
   a) Workers participation in management
   b) Rehabilitation
   c) Discipline
   d) None of the above

34) __________ is a powerful weapon used by trade unions and their labour associations to get their demand accepted
   a) Strikes
   b) Lockout
   c) Picketing
   d) Gherao

35) __________ is a work stoppage in which an employer prevents employees from working
   a) Strike
   b) Gherao
   c) Picketing
   d) Lockout

36) __________ are the rules and regulations which govern the conditions of employment of workers
   a) Standing orders
   b) Policies
   c) Advice
   d) Regulations

37) __________ is an authority appointed by the government to mediate dispute between parties brought to his notice, enjoying the powers of a civil court
   a) Arbitrator
   b) Conciliation officer
   c) Disciplinarian
   d) Autocratian
38) Work committee and joint consultation are the measures to encourage ___________ which will increase productivity and lead to greater effectiveness.
   a) Rehabilitation  
   b) **Workers participation in management**  
   c) Discipline  
   d) Creativity

39) ___________ is a consultive body comprising of 100 or more persons, which aims at giving greater participation to workers
   a) Advisory committee  
   b) Managing committees  
   c) **Work committees**  
   d) Planning Committee

40) When the process of collective bargaining fails, then the role of third party comes to break the deadlock and this process is generally called
   a) **Conciliation/mediation**  
   b) Arbitration  
   c) Intervention  
   d) Interpretation

41) ________ has been the highest level of democracy in industrial relations management and a privilege for the employees
   a) **Board level participation**  
   b) Participation in management  
   c) Participation in solving problems  
   d) Participation in decision making

42) The person appointed by the government to settle the dispute presented in labour court is known as
   a) **Presiding officer**  
   b) Officiate  
   c) Substitute officer  
   d) Arbitrator

43) Which one of the settlement is not relevant here for disputes?
   a) Collective bargaining  
   b) Compulsory adjudication  
   c) Voluntary Arbitration  
   d) **Reference to civil court**

44) Reduction of labour force is called
   a) Termination  
   b) **Retrenchment**  
   c) Layoff  
   d) Right sizing
45) The decision given by Arbitrator is called
   a) Degree
   b) Sentence
   c) Award
   d) Reward

46) Which of the following National Level Federation was established in 1921
   a) INTUC
   b) AITUC
   c) UTUC
   d) HMS

47) Workers do join trade unions find out the incorrect reason out of the following
   a) To attain economic security
   b) To improve bargaining power
   c) To ventilate their grievances
   d) To satisfy their family needs

48) Which of the following dispute settlers cannot make a binding decision
   a) Arbitrator
   b) Adjudicator
   c) Conciliator
   d) Industrial tribunal member

49) Which is not a structure of Trade union of Industrial organization
   a) Craft Union
   b) General Union
   c) Industrial union
   d) Consumers Union

50) Any communications and notices concerning registered trade union may be addressed to its
   a) Head office
   b) Government
   c) President
   d) Home office