

Seat No. : _____

AP-118

April-2022

MBA, Sem.-VI

INDUSTRIAL RELATIONS AND PRODUCTION MANAGEMENT

Time : 2 Hours]

[Max. Marks : 50

Section – I

Attempt any **three** questions out of **five** questions. 42

1. (A) Elaborate on the various approaches to product design with an example for each. 7
(B) Define process strategy and its various kinds with example. 7
2. (A) “A good layout involves not only the designing and installing but also revision of the existing layout.” – Explain. 7
(B) What is meant by ‘Capacity Planning’ ? Explain reasons of capacity planning with the example of measuring capacity of automobile industry. 7
3. (A) Explain recent trends in Production and Operation Management. 7
(B) Discuss the type of decisions and the area of their involvement in production and operation management. 7
4. (A) Define Trade Union. Explain problems in Trade Union. 7
(B) Explain the impact of Globalization on Industrial relation. 7
5. (A) Discuss essential conditions for the success of Collective Bargaining. 7
(B) Define Grievances and explain the need for a grievance redressal procedure. 7

Section - II

Attempt any **Eight** Questions out of **Ten** Questions. 8

- (1) When the management of a five-star hotel makes a decision to increase the number of rooms, it must also consider probable increased demand for parking lots, restaurant seating capacity. This is an example of _____
 - (a) designing flexibility into the system.
 - (b) differentiating between new and mature products or services.
 - (c) taking a “big-picture” approach to capacity changes.
 - (d) identifying the optimal operating level.

- (2) _____ is the process of predicting and defining the long-term and the short-term capacity needs of an organisation and determining how those needs will be satisfied.
- (a) Capacity planning (b) Capacity control
(c) Staff fixation (d) none of these
- (3) _____ industries involve the separation of one element from another.
- (a) Synthetic (b) Analytical
(c) Conditioning (d) Extractive
- (4) There should be a harmonious fusion of all the relevant factors so that the final layout looks well integrated – meaning _____
- (a) Principle of Usage (b) Principle of Compactness
(c) Principle of Flexibility (d) None of these
- (5) Which of the following are 3 actors of Industrial Relation ?
- (a) Employers, Workers, Government
(b) Employers, Workers, Stakeholder
(c) Workers, Trade Union, Government
(d) Government, Trade Union, Employers
- (6) The _____ function of trade union provide financial and non-financial assistance to workers during periods of strikes and lockouts, extension etc.
- (a) Social function
(b) Political function
(c) Fraternal or Extra-mural function
(d) Ancillary function
- (7) A certificate of registration may be withdrawn or cancelled by registrar on an application under
- (a) Form- A (b) Form-C
(c) Form-D (d) Form-B
- (8) According to _____ Collective Bargaining is process of Rules, Compensation and Dispute Settlement.
- (a) Prof. Dunlop (b) Tuckman
(c) Max Weber (d) Herzberg
- (9) When the employee develops such needs which the organization is not obliged to meet this is _____ kind of grievance.
- (a) factual (b) disguised
(c) felt (d) imaginary
- (10) Under _____ the employee is prohibited from performing the task assigned to him and wages are withheld or withdrawn during the period of such prohibition.
- (a) Written warning (b) Demotion
(c) Termination (d) Punitive Suspension