

(PART-B : Descriptive)

Time : 2 hrs. 40 min.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

1. Write your concept of Industrial Relations. Brief the IR objectives. 3+7=10
2. What is the significance of CSR? Elaborate the IR practice in India with a suitable example. 5+5=10
3. What do you mean by trade union? Brief the trade union objectives and functions. 2+8=10
4. Emphasize the significance of industrial relations and elaborate the IR problems in the public sector. 10
5. Explain the causes of Industrial Disputes and examine its impact on Industrial relations. 10
6. Explain the causes for industrial accidents. Suggest preventive measures and safety provisions to ensure Industrial safety. 10
7. Write short notes on : 10
 - a) Standing orders.
 - b) Grievance procedure.
8. As a Head, Human Resource Department what are the practices most suitable to Indian scenario to have Industrial peace. 10

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**MASTER OF SOCIAL WORK
FOURTH SEMESTER**

**INDUSTRIAL RELATIONS & CORPORATE SOCIAL RESPONSIBILITIES
MSW-403 C**

(Use separate answer scripts for Objective & Descriptive)

Duration : 3 hrs.

Full Marks : 70

(PART-A : Objective)

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1x20=20

1. Which of the following is usually not an objective of industrial relations?
 - a. Connectedness
 - b. Collective wisdom
 - c. Conflict prevention
 - d. None of the above
2. Identify the major actor of industrial relations from the following:
 - a. Employers
 - b. Unions
 - c. Government
 - d. All of the above
3. That the authority rests solely with the management with no right to anyone to challenge it is the basis of the:
 - a. Pluralist approach
 - b. System approach
 - c. Unitary approach
 - d. Social action approach
4. "The balance of power is not vested with anyone group; rather, it is maintained between the parties to the industrial relations." This is the essence of the:
 - a. Pluralist approach
 - b. System approach
 - c. Unitary approach
 - d. Social action approach
5. That the behaviour, actions and role of the individuals are primarily shaped by the cultures of the society is the basic assumption in the:
 - a. Pluralist approach
 - b. System approach
 - c. Unitary approach
 - d. Social action approach
6. Which of the following approaches assumes that the understanding of industrial relations requires an understanding of the capitalized society?
 - a. Marxist approach
 - b. Gandhian approach
 - c. Human relations approach
 - d. Giri approach
7. The utility of non-violence as the means of conflict resolution is the core principle of the:
 - a. Marxist approach
 - b. Gandhian approach
 - c. Human relations approach
 - d. None of these
8. "Organizations are made up of people and the success of management lies in its dealings with these people." This is the fundamental of the:
 - a. Marxist approach
 - b. Gandhian approach
 - c. Human relations approach
 - d. Giri approach

9. Which of the following approaches assumes that voluntary negotiations between employers and employees are a means of settling disputes?
- Marxist approach
 - Giri approach
 - Human relations approach
 - Gandhian approach
10. Which of the following approaches insists on investigating the underlying trends and patterns in the cause and effect of industrial disputes?
- Gandhian approach
 - Giri approach
 - Industrial sociology approach
 - Pluralist approach
11. Productivity bargaining is considered as a classic example of the:
- Oxford school approach
 - Giri approach
 - Human relations approach
 - Gandhian approach
12. Which Act provides for the provision of Medical Benefit to the insured employees?
- Workmen Compensation Act, 1923.
 - Employees State Insurance Act, 1948.
 - Maternity Benefit Act, 1961.
 - Contract Labour (Regulation and Abolition Act), 1970.
13. The performance appraisal method which rates the appraisee on various parameters on a point scale is:
- Critical Incident Method
 - MBO Method
 - Graphic Rating Sheet
 - Bell Curve Appraisal
14. Contract Labour (Regulation and Abolition Act), 1970 can be classified into the category of:
- Social Security Act
 - Industrial Relations Act
 - Welfare Act
 - Commercial Act
15. Job Evaluation is a technique which aims at:
- Establishing fair and equitable pay structure.
 - Analyzing of requirement of updating technology.
 - Assessing safety requirement of jobs.
 - Improving productivity.
16. Under what circumstances the gratuity of an employee can be forfeited?
- Willful omission or negligence.
 - Termination for riotous or disorderly conduct.
 - Offence involving moral turpitude.
 - All of the above.
17. Industrial Dispute Act, 1947 provides the following industrial relations machinery for resolution of conflicts: (Tick mark the wrong one):
- Negotiation
 - Conciliation
 - Meditation
 - Arbitration
18. When a young person joins an organization he needs some senior person in whom he can confide and get advice and support. Such relationship may be called:
- Monitoring
 - Counselling
 - Listening
 - Understanding
19. As per Factories Act, 1948 canteen should be provided in factory where more than ___ workers are employed.
- 100
 - 250
 - 600
 - 1000
20. The logical and possible sequences of positions that could be held by an individual based on what and how well he performs in an organization is called:
- Career
 - Career Anchors
 - Career Path
 - Succession Planning