

MASTER OF SOCIAL WORK
FOURTH SEMESTER
INDUSTRIAL RELATIONS AND CORPORATE SOCIAL RESPONSIBILITY
MSW – 404C

(USE SEPARATE ANSWER SCRIPTS FOR OBJECTIVE & DESCRIPTIVE)

Duration: 3 hrs.

Full Marks: 70

Time: 20 min.

[PART-A: Objective]

Marks: 20

Choose the correct answer from the following:

1×20=20

1. Industrial Relation refer to :
 - a. Central Government and State Government relations.
 - b. Employer, Employees and Government relationship.
 - c. Management and Customers relationship.
 - d. Government and Public relations.
2. Which one of the following cannot be included under the purview of industrial relations?
 - a. Relations between trade unions and trade unions
 - b. Relations between employers and trade unions
 - c. Relations between employers and customers
 - d. Relations between state, employer and trade unions
3. Absence of strikes and lock-outs is an indicator of:
 - a. Peaceful industrial relations
 - b. Friendly industrial relations
 - c. Disturbed industrial relations
 - d. None of the above
4. Which of the following machinery cannot be said to be bipartite machinery in the field of industrial relations?
 - a. Works Committee
 - b. Joint Management Council
 - c. Shop Level Council
 - d. Canteen committee
5. Which of the following areas cannot be directly included in the field of industrial relations?
 - a. Trade Union Recognition
 - b. Strike and Lock-out
 - c. Minimum wages, Fair wages and Living wages
 - d. Collective bargaining
6. Peaceful industrial relations denote:
 - a. Absence of strike and lock out
 - b. Emphasis on bipartitism
 - c. Co-operation between the parties
 - d. All of the above
7. Which of the following methods is more prominent in settling industrial disputes in India?
 - a. Voluntary Arbitration
 - b. Conciliation
 - c. Adjudication
 - d. Mediation

8. Collective Bargaining in India has been used as a method of settlement of industrial disputes under:
 - a. The Industrial Disputes Act, 1947
 - b. Code of Discipline in Industry
 - c. Inter-Union Code of Conduct
 - d. None of the above
9. Disputes of rights arise when workers are deprived of a right conferred to them through:
 - a. The constitution India.
 - b. Some Legislation
 - c. Standing orders, awards, settlement and agreements
 - d. All the above
10. The Court of Inquiry under the Industrial Disputes Act, 1947 will conclude its proceeding within a period of :
 - a. 14 days
 - b. 02 months
 - c. Six months
 - d. One year
11. A board of conciliation under the industrial disputes act, 1947 may consist of :
 - a. Three persons
 - b. Five persons
 - c. Three or five persons
 - d. None of the above
12. Section 22 and 23 of the industrial disputes act, 1947 are related to
 - a. lay-off and Retrenchment
 - b. Strikes and lock-outs
 - c. Closure
 - d. Protect workmen
13. Works-committee is a:
 - a. Bi-partite body
 - b. Tripartite body
 - c. Adjudication machinery
 - d. Wage fixing machinery
14. The main function of an arbitrator is:
 - a. To conciliate all industrial disputes
 - b. To induce the parties to come to an amicable settlement
 - c. To adjudicate industrial disputes
 - d. None of the above
15. Industrial disputes may take place due to :
 - a. Wage
 - b. Bonus
 - c. Trade Union Recognition
 - d. All the above
16. Which one of the following cannot be said to be an industrial dispute?
 - a. Disputes between employer and employer
 - b. Disputes between employer and workmen
 - c. Disputes between workmen & workmen
 - d. Disputes between employer and the customer
17. Trade unions' sole purpose is
 - a. To help management to raise employee productivity
 - b. To resolve employer-employee conflict
 - c. To make protest
 - d. To protect and promote workers' interest
18. Which of the following is affiliated with the Indian National Congress?
 - a. AITUC
 - b. CITU
 - c. INTUC
 - d. H.M.S.

19. What do you mean by the phrase CSR?
- a. Corporate social responsibility
 - b. Corporate society responsibility
 - c. Company social responsibility
 - d. Company society responsibility
20. All definitions of Corporate Social Responsibility recognize that:
- a. Companies have a responsibility for their impact on society and environment.
 - b. The natural environment should be the main focus of CSR activities
 - c. Business ethics is a complex issue.
 - d. Companies must pay equal attention to business ethics and sustainability.

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(PART-B : Descriptive)

Time : 2 hrs. 40 min.

Marks : 50

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

1. What do you understand by Industrial Relations? What are the determinants of good industrial relations? 3+7=10
2. Corporate social responsibility means management and relationship building with partners to improve the image and increase credibility of the company. For members of the Business Leaders Forum, corporate social responsibility is a voluntary commitment by firms to be responsible towards the environment and society in which they operate. Justify elaborately. 10
3. Do you think trade unions are necessary for employees? Critically analyze the purpose, functions and methods of operations of trade unions in India. 2+8=10
4. What factors should be kept in mind by the management in handling the grievance of the workers? What steps should be taken in handling the grievances? 5+5 =10
5. Explain the different approaches to industrial relations 10
6. The Factories Act, 1948 aims at protecting the interest of workmen and women workers. Explain. 10
7. What is an Industrial Dispute? Briefly explain the nature and scope of Industrial Disputes. 2+8=10
8. By developing key human relations skills, managers and employees both can build and maintain stronger relationships within a workforce and maintain a positive work environment. Justify in your words. 10

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