

**MASTER OF SOCIAL WORK
FOURTH SEMESTER
INDUSTRIAL RELATIONS & CSR
MSW - 404C
[USE OMR FOR OBJECTIVE PART]**

**SET
A**

Duration: 3 hrs.

Full Marks: 70

(Objective)

Time: 30 min.

Marks: 20

Choose the correct answer from the following:

1X20=20

1. _____ refers to all types of relationship between all the parties concerned with industry.
 - a. Industrial relations.
 - b. Human relations.
 - c. General relations
 - d. All of these
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. Dominant aspects of industrial relations are
 - a. Co-operation.
 - b. Conflict
 - c. Both (A) and(B).
 - d. None of these.
4. Which of the following factor affecting IR?
 - a. Institutional Factors
 - b. Economic factors
 - c. Social factors
 - d. All of these
5. Which of the following is not a part of the scope of industrial relations
 - a. Labor relations
 - b. Employer -employee relations
 - c. Group Relation
 - d. None of these
6. Main aspects of industrial relations are
 - a. Promotion and development of healthy manager and labor relations
 - b. Maintenance of industrial peace and avoidance of industrial dispute
 - c. Development of industrial democracy
 - d. All of these
7. Which of the following factors not affecting industrial relations
 - a. Psychological factors
 - b. Political factors
 - c. Global factors
 - d. None of these
8. Which of the following is the approaches of industrial relation
 - a. Gandhian approach
 - b. System approach
 - c. Oxford approach
 - d. All of these
9. John Dunlop gave the
 - a. Gandhian approach
 - b. System approach
 - c. Oxford approach
 - d. All of these

10. 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
11. Which of the following is an objective for IR?
 - a. To safeguard mutual trust
 - b. To raise productivity
 - c. To avoid industrial strike
 - d. None of these
12. Temporary closing down the undertaking with the intention of forcing workers to accept the demand of the employer is called
 - a. Lockout
 - b. Layoff
 - c. Strike
 - d. Retrenchment
13. The conflicts and dispute between employers and employees on any industrial matters are known as
 - a. Industrial disputes
 - b. Human relations
 - c. Conflict relations
 - d. All of these
14. The phrase collective bargaining was first coined by
 - a. Sydney and Beatrice web
 - b. U.K.
 - c. Both A& B
 - d. None of these
15. Workers participated in management is highlighted in
 - a. Article 43A
 - b. Article 42 A
 - c. Both (a) and (b)
 - d. None of these
16. Workers participated in management has _____ objectives
 - a. Economic
 - b. Psychological
 - c. Both A& B
 - d. None of these
17. _____ 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
18. The utility of non- violence as the means of conflict resolution is the principle of
 - a. Gandhian approach
 - b. System approach
 - c. Both (a) and (b)
 - d. All of these
19. A trade union is a continuous association of wage earners for the purpose of maintaining or improving the condition of their working lives
 - a. Sydney & Beatrice web
 - b. G.D.H. Cole
 - c. Both A& B
 - d. None of these
20. A_____ strives to protect maintain and improve economic, social and vocational interest of their members
 - a. Trade union
 - b. Employer union
 - c. Both A& B
 - d. None of these

(Descriptive)

Time : 2 hrs. 30 mins.

Marks : 50

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

1. Write your concept of Industrial Relations. Write the objectives of IR? 3+7=10
2. Draw the evolution of IR in India. 10
3. Write note on: 5+5=10
 - a. Trade union concept, functions and objectives
 - b. Collective bargaining
4. Explain the following: 5+5=10
 - a. Conciliation
 - b. arbitration
5. Brief the Industrial Dispute Act, 1947. 10
6. Write about dispute resolution methods and machinery. 10
7. What is Corporate Social Responsibility? What is the benefit of CSR programme ? 5+5=10
8. Write the grievance handling procedure. 5+5=10
 - Explain the role of the Human Resource professional in handling grievances of the employees at workplace.

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