

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSW DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – SOCIAL WORK

INDUSTRIAL RELATIONS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. According to whom 'Conflict is necessary but it can be and needs to be managed and resolved'.
(i) Unitarists (ii) Classicalists
(iii) Pluralists (iv) Modernists
2. _____ can be defined as the relationship between the management and employees of an industry
(i) Industrial relations (ii) Employment relations
(iii) Organizational relations (iv) Interpersonal relations
3. One of the major reasons for line staff conflict is _____
(i) empathy (ii) Prejudice and bias against each other
(iii) Skills inventory (iv) Forecasting
4. The first stage in grievance redressal is handled by the _____
(i) security (ii) supervisor
(iii) CEO (iv) director
5. Which Act provides for the appointment of conciliation officers and adjudication authorities?
(i) The Factories Act 1948 (ii) Trade Union Act 1926
(iii) The Industrial Disputes Act 1947 (iv) The Paternity Act 2019
6. Section 39 of the Industrial Disputes Act, 1947 deals with _____
(i) Hospital (ii) Trade Union
(iii) Delegation of Power (iv) Partnership
7. Which of the following was the first registered trade union of India?
(i) Bharath Union (ii) Indian National Trade Union
(iii) Indian Union for workers (iv) Madras Labour Union
8. Who was the first president of All India Trade Union Congress
(i) IK Gujaral (ii) Advani
(iii) VV Giri (iv) Lala Lajpat Rai
9. Who coined the term collective bargaining?
(i) Sydney Webb and Beatrice Webb (ii) Shane
(iii) Fleming (iv) Richardson
10. Which of the following is not the primary objective of industrial relations?
(i) Providing credit facilities to industry (ii) safety
(iii) health (iv) harmony

SECTION - B (35 Marks)
Answer **ALL** Questions
ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

- 11 A Write a short note on Industrial relations.
OR
B Elaborate some of the scope of industrial relations.
- 12 A Explain the need of works committee.
OR
B Write short note on joint management council.
- 13 A Highlight the advantages of standing order.
OR
B Explain domestic enquiry.
- 14 A Write short note on major trade unions in India.
OR
B Elaborate the objectives of trade unions.
- 15 A Write a brief note on the objectives of workers participation in management.
OR
B Write short note on limitations of workers participation.

SECTION - C (30 Marks)
Answer any **THREE** Questions
ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Elaborate some of the recent problems in industrial relations in India.
- 17 Write in detail the causes of industrial conflicts.
- 18 Summarize the principles of natural justice in India.
- 19 Elaborate different types of trade unions.
- 20 Elaborate the importance of workers participation in management.

Z-Z-Z

END