

**MSW**  
**Fourth Semester (Repeat)**  
**INDUSTRIAL RELATIONS & CORPORATE**  
**SOCIAL RESPONSIBILITY**  
**(MSW – 403 C)**

**Duration: 3Hrs.**

**Full Marks: 70**

Part-A (Objective) =20  
Part-B (Descriptive) =50

**(PART-B: Descriptive)**

**Duration: 2 hrs. 40 mins.**

**Marks: 50**

Answer any *four* from *Question no. 2 to 8*  
*Question no. 1 is compulsory.*

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 notes 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. Explain the Industrial Employment (standing orders) Act, 1946. (10)

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**Duration: 20 minutes**

**Marks – 20**

**(PART A - Objective Type)**

**I. Choose the correct answer:**

**1×20=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 is 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 does not affect industrial relations?
  - a. Psychological factors
  - b. Political factors
  - c. Global factors
  - d. None of these
8. Which of the following is the approach 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

