

MASTER OF SOCIAL WORK
FOURTH SEM
INDUSTRIAL RELATIONS AND CSR
MSW – 402 (B)

[USE OMR FOR OBJECTIVE PART]

SET
A

Duration: 1:30 hrs.

Full Marks: 35

Time: 15 min.

(Objective)

Marks: 10

Choose the correct answer from the following:

1×10=10

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 & 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 relations.
 - d. None of these.
6. Main aspects of industrial relations are
 - a. Promotion and development of healthy manager and labor relation.
 - 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 Factor.
 - b. Political Factor.
 - c. Global Factor.
 - d. None of these.

(Descriptive)

Time: 1 hr. 15 mins.

Marks: 25

[Answer question no.1 & any two (2) from the rest]

1. Write your concept of Industrial Relations. 5

2. Worker's Participation in management is essential pre-requisite for promoting Industrial Relations. Justify 10

3. Write note on: 5+5=10
 - a) Grievance handling procedure.
 - b) Collective bargaining.

4. Explain the following very briefly in 5 points. 5+5=10
 - a) Corporate Social Responsibility
 - b) Role of the Industrial Social Worker.

5. Brief the Industrial Dispute act, 1947. 10

== *** ==