

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – APRIL 2010

SW 3964 - INDUSTRIAL RELATIONS & TRADE UNION (2)

Date & Time: 28/04/2010 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

SECTION – A

Answer **ALL** the questions, each question not exceeding 50 words. **(10 x 2 = 20 Marks)**

1. What is meant by Industrial Relations?
2. How do Economic Factors influence Industrial Relations?
3. What are the types of Discipline?
4. Define Grievance.
5. What are the approaches to Labour – Management negotiations? Give examples.
6. What are the Skills required for Collective Bargaining?
7. What are the constituents of Tripartite Bodies?
8. What are the main functions of Industrial Relations Commission?
9. Expand the following: a. INTUC b. AITUC c. UTUC d. BMS
10. List out any 3 functions of the I.L.O.

SECTION – B

Answer any **FOUR** of the following questions, each question not exceeding 300 words.

(4 x 10 = 40 Marks)

11. What were the significant events that took place in the Industrial Relations System during Pre-Independence in India?
12. Give an account of the Grievance Settlement Procedure.
13. “Bipartite and Tripartite approaches are effective tools in maintaining healthy Industrial Relations”. Discuss.
14. Write a note on a. INTUC b. Trade Union Rivalry & Violence
c. Trade Union Leadership
15. “The I.L.O. has played an important role in improving the conditions of Indian Labour”. Discuss.

SECTION – C

Answer any **TWO** of the following questions, each question not exceeding 50 words.

(2 x 20 = 40 Marks)

15. Give a detailed account of Employee Discipline.
16. Write a note on the Theories, Pre-requisites and Principles of Collective Bargaining.
17. “Participation of Workers in Management alone can bring about a favourable Industrial Relations climate”. Comment.
