

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

THIRD SEMESTER – NOVEMBER 2007

SW 3964 - INDUSTRIAL RELATIONS & TRADE UNION (2)

AX 9

Date : 24/10/2007

Dept. No.

Max. : 100 Marks

Time : 9:00 - 12:00

SECTION A

(10x2=20 Marks)

(Answer ALL the questions. Each answer should not exceed 50 words)

1. Define the term “Industrial Relations”?
2. What is the meaning of “Employee Discipline”?
3. Define the term “Grievance”?
4. What is “Collective Bargaining”?
5. What is meant by “Workers’ Participation in Management” ?
6. What is meant by “Principles of Natural Justice”?
7. Differentiate between Industrial Relations vis-à-vis Human Relations?
8. What is “Works Committee”?
9. Give the names of any 4 Central Trade Union Organizations?
10. What are the objectives of International Labour Organization?

SECTION B

(4x10=40 Marks)

(Answer any FOUR questions .Each answer should not exceed 300 words)

11. Critically assess the characteristics of “Industrial Relations” prevailing in the Country?
12. What are the different forms of “Worker’s Participation” followed in Industries?
13. Describe the essential features of a good disciplinary system.
14. State the desirable features of a good grievance redressal procedure.
15. What are the constraints experienced by the Trade Unions in discharging their functions effectively and suggest measures to overcome these impediments?

SECTION C

(2x20=40)

(Answer any TWO questions. Each answer should not exceed 600 words)

- 16 .Elaborate the steps to be followed for taking disciplinary action?
17. Give an overview of Collective Bargaining System in India as a mechanism for promoting industrial democracy?
18. Make an assessment of the role played by Government in regulating Industrial Relations and your suggestions for attaining better industrial harmony?
