



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**M.A. DEGREE EXAMINATION – SOCIAL WORK**

**FOURTH SEMESTER – APRIL 2014**

**SW 4808 - INDUSTRIAL RELATIONS & LABOUR WELFARE (HRM)**

Date : 27/03/2014  
Time : 01:00-04:00

Dept. No.

Max. : 100 Marks

**SECTION – A**

**Answer ALL the questions. Answer to each question should not exceed 50 words. (10X2=20)**

1. Define 'Industrial Relations.'
2. What is meant by Natural Justice?
3. List out any four major Central Trade Union Organisations.
4. Mention any four skills required for Collective Bargaining.
5. Distinguish between a Strike and a Gherao.
6. What is an Award?
7. Define 'Labour Welfare.'
8. Mention two psychological causes of an Industrial Accident.
9. Differentiate Social Insurance from Social Assistance.
10. List out any two functions of the I.L.O.

**SECTION – B**

**Answer any FOUR of the following questions. Answer to each question should not exceed 300 words. (4X10=40)**

11. Discuss the significance of Grievance Redressal Machinery.
12. Explain the role of Tripartite Approach in the settlement of Industrial Disputes.
13. Highlight the various types of punishments for Employee Indiscipline.
14. Briefly explain the various intra – mural and extra – mural welfare measures.
15. Outline the salient features of Workers' Education in India.

**SECTION – C**

**Answer any TWO of the following questions. Answer to each question should not exceed 600 words. (2X20=40)**

16. What is 'Collective Bargaining'? Discuss the effectiveness of Collective Bargaining in the prevention of Industrial Disputes.
17. Discuss the need and importance of Workers' Participation in Management with examples from your Field Work experience.
18. Define Occupational Health. Elaborate on the Occupational Hazards and Diseases relating to employment in industries.

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