



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)
Re-accredited with 'A+' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Master's Degree Examination – June 2021
IV Semester

Class : II MSW
Major : Master of Social Work

Time: 3 Hours
Max. Marks: 100

17MSWC20A Industrial Relations and Organizational Behaviour

PART A
Choose the Correct Answer

10 x 1 = 10

1. Identify the major actors of Industrial Relation is _____.
a. Employee b. Employer c. Trade Union d. All the Above Co1K1
2. Which of the following department has important role in harmonious industrial relations.
a. Human Resource b. Production c. Marketing d. Quality Control Co1K1
3. _____ signifies the active presence of harmonious and industrial relation generating amity and good will between Industries.
a. Industrial Dispute b. Industrial Peace c. Industrial Argument d. None of the above Co2K1
4. A _____ is a group of workers who do the similar work, meet regularly to identify, analyze and solve work-related problems.
a. Collective bargaining b. Industrial Peace c. Quality Circles d. All the above Co2K1
5. In case of retrenchment, worker is entitled to _____ month notice or notice pay in lieu of notice.
a. One Month b. 15 Days c. Two months d. Three months Co3K1
6. The Trade Unions Act came into operation from _____.
a. 1 June 1927 b. 1 August 1926 c. 15 June 1927 d. 20 August 1926 Co3K1
7. _____ is the study and application of knowledge about how people act within organizations."
a. Organizational Climate b. Organizational behavior c. Organizational commitment d. All the above Co4K1
8. Communication means _____.
a. of sending or receiving information b. of sending or receiving goods c. of sending or receiving materials d. of sending or receiving money Co4K1
9. _____ is a group of internal values and behaviors in an organization.
a. Organizational Change b. Organizational Culture c. Organizational Effectiveness d. Organizational Development Co5K1
10. When the quality of work-life is stable, productivity is bound to _____.
a. Decrease b. Increase c. Stable d. All the Above Co5K1

Part B
Answer ALL questions
Each answer should not exceed 400 words or two pages

5 x 6 = 30

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| 11.a. Write a note on Bipartite and Tripartite bodies in Industrial Relation.
(or) | Co1K3 |
| 11.b. Explain the Characteristics of Good Industrial Relation. | Co1K4 |
| 12.a. Summarize the Causes of Industrial Conflict.
(or) | Co2K5 |
| 12.b. Point out the importance of Grievance Redressal in Industries. | Co3K4 |
| 13.a. Differentiate Strikes, Lockouts and Closure.
(or) | Co3K4 |
| 13.b. Examine the various measures to strengthen the functioning of Trade Union. | Co3K1 |
| 14.a. Enumerate the foundation of Organizational Behavior.
(or) | Co4K2 |
| 14.b. Trace out the communication process. | Co4K2 |
| 15.a. Write a short note on Quality of Work Life.
(or) | Co5K1 |
| 15.b. Explain the major components of Organizational change. | Co5K4 |

Part C
Answer ALL questions
Each answer should not exceed 800 words or four pages

5 x 12 = 60

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| 16.a. Analyze the emerging trends in Industrial Relation.
(or) | Co1K4 |
| 16.b. Discuss the factors influencing Industrial Relation. | Co1K2 |
| 17.a. Sketch out the Principles and Process of Collective Bargaining.
(or) | Co2K3 |
| 17.b. Explain the various forms of Workers Participation in Management. | Co2K4 |
| 18.a. Summarize the growth of Trade Unionism in India.
(or) | Co3K5 |
| 18.b. Explain the Industrial Employment Standing Order Act, 1946. | Co3K4 |
| 19.a. Argue the challenges in Organizational Behaviour.
(or) | Co4K5 |
| 19.b. Summarize the Theories of Motivation. | Co4K5 |
| 20.a. Examine needs of Organizational Effectiveness
(or) | Co5K1 |
| 20.b. Analyze the factors affecting Organizational Climate. | Co5K4 |
