

# INDUSTRIAL RELATIONS AND LABOUR WELFARE

BA7034

## UNIT-I

### TWO MARK QUESTION

1. Define industrial relations.

According to Prof. Dunlop, industrial relation may be defined as the complex of inter-relations among workers, manager and government.

2. Who are the actors involved in industrial relations?

- Workers and their organization
- Employers and their organization
- Government / state

3. State the importance of industrial relations.

- Minimize industrial conflicts
- Increases worker's morale
- Provides fair benefits to workers
- Help in facilitation of changes

4. Why do you understand by code of conduct?

A code of conduct exists for the express purpose of having individuals demonstrate what the code defines as professional behavior. It builds trust among the members and the community surrounding the organization.

5. State the objectives of code of conduct.

- To eliminate all forms of coercion, intimidation and violence in industrial relations.
- To avoid work stoppages.
- To facilitate the free growth of trade unions and
- To maintain discipline in industry.

6. Mention any two functions of trade union.

- Militant functions
- Fraternal functions
- Political functions
- Ancillary function

7. Discuss the scope of industrial relations.

- Participate management
- Dispute settlement
- Trade unions
- Employer's organizations
- Collective bargaining

8. Trade union is a voluntary organization. Discuss briefly.

Association of employees in trade unions is on their own will and not forced. All the volunteer employees join the union to work together in the direction of achieving their common objectives. Such associations have numerous workers from different occupations.

#### LONG MARK QUESTION

1. What are the important objectives of industrial relations?
2. Enumerate the characteristics and importance of trade union.
3. Discuss in detail the problem of trade union.
4. Elaborate the various type of trade union.
5. Describe the growth of trade union in india.

## UNIT-II

### TWO MARK QUESTION

1. Define the term industrial conflict.

Industrial conflict is defined as a form of collective action, or, more precisely, strategic interaction between groups defending their interests.

2. What is arbitration?

Arbitration is the process in which a neutral third party listens to the disputing parties, gathers information about the dispute, and makes a decision to be binding on both the parties.

3. Discuss the term negotiation.

Negotiation is any form of meeting or discussion in which you and /or the person you are in contact with use argument and persuasion to achieve an agreed decision or action.

4. What is collective bargaining?

Collective bargaining is essentially a process in which employees act as a group in seeking to shape conditions and relationships in employment.

5. What do you mean by industrial peace?

Industrial peace implies a condition whereby differences between labour and management in the form of strikes and lock-outs were minimized, if not totally avoided.

6. Enlist the different types of industrial dispute.

- Interest disputes
- Rights disputes
- Recognition disputes
- Disputes over unfair labour practices

7. What are the causes of strikes?

- Closed shop
- Grievances
- Job insecurity
- Unequal workloads
- monotony

8. State the importance of industrial peace.

- Ensures smooth and continuous production
- Increases cooperation
- Reduces industrial strife
- Leads to job satisfaction

9. State the features of industrial conflicts.

- Industrial conflict in human conflict
- Disagreement between workers and management
- Limitations of the systems
- Conflicts of interests

#### LONG ANSWER QUESTION

1. Discuss the impact of industrial disputes.
2. Enlist the causes of industrial disputes.
3. Differentiate between arbitration and adjudication.
4. Describe the process of negotiation.
5. Elaborate the essentials of collective bargaining.

## UNIT-III

### TWO MARK QUESTION

1. Define labour welfare.

Labour welfare means anything done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid which is not necessity of the industry.

2. Outline the scope labour welfare.

- Condition of work environment
- Health service for workers
- Labour welfare programme
- Economic welfare programme for labours
- General welfare work

3. Discuss any four principle of labour welfare.

- Principle of adequacy of wages
- Principle of social liability of industry
- Principle of efficiency
- Principle of personality development
- Principle of totality of welfares

4. What is the qualification of labour welfare officer?

A degree of a university recognized by the state government in this behalf. Degree or diploma in social science or social work or labour welfare in the case of mines, recognized by the state government in this behalf.

5. State the meaning of worker's education.

Workers education is an attempt on the part of organized labour to educate his own members under in educational system in which the workers prescribe the courses of instruction, select the teachers, and in considerable measure furnish the finance.

6. Elaborate need of labour welfare.

- Lack of strong labour union movement
- Illiteracy
- Problem of absenteeism and migration
- Low level of health and nutrition
- Extreme poverty

7. Define wage.

Wages are the compensation of wage earners, the numerous employee who use the tools and equipments for the employers to produce goods and services that are sold by their employers.

8. What is meant by employee grievances.

Grievance is any real or imagined feeling of personal injustice which an employee has concerning his employment relationship.

9. Explain duties of labour welfare officer.

- Supervision
- Counseling of workers
- Advising
- Liaisoning with workers
- Liaisoning with management.

#### LONG ANSWER QUESTION

1. What are the various objectives of labour welfare?
2. Elucidate the voluntary and non-voluntary welfares measures.
3. Discuss the duties of labour welfare officer.
4. Write a detailed note on labour welfare funds.
5. Explain various programmes under workers education scheme.

## UNIT-IV

### TWO MARK QUESTION

1. Define industrial accidents.

Accidents as an unplanned and uncontrolled event in which the action or reaction of an object, substance, person, or radiation results in personal injury or their probability thereof.

2. What kinds of losses occur due to accidents?

- Social loss
- Individual loss
- Property loss

3. State the nature industrial safety.

- Avoiding accidents
- Minimizes cost
- Increased employee contentment and devotion
- Legal compliance

4. What is the importance of industrial health and hygiene?

Industrial health:

In an organization, the factors such as decreased output, excessive hazardous action and extra leaves increases when the employees are down with sickness.

Industrial hygiene:

The role of industrial hygiene is to anticipate, identify, evaluate, control and/ or eliminate exposure to the occupational health hazards, and there by promote, create and maintain a healthful and safe environment for all staff.

5. Mention various problems related to industrial health and hygiene.

- Employer
- Employee
- Organization

6. What are the responsibilities of industrial hygienists?

- Industrial hygienists evaluate health hazards in the work environment and make recommendations in an effort to keep employees safe from any potential health hazard.
- They use their specialized training to anticipate, evaluate, and control any health hazard that may exist in industry, government organizations, the community, or the environment.

7. What are occupational hazards?

An occupational hazard is something that has the potential to harm the health and safety of people at work. Effective management of workplace safety and health issues greatly reduces worker deaths, illness, injuries and costs associated with them.

8. What are the psychological problems?

The term psychological problems refers to behavioral problems, i.e., temper tantrums, oppositional behavior, aggression, hostility disorder, emotional problems like anxiety, phobia, adjustment problems, sibling rivalry, etc.

9. Outline the features of counseling.

- Mutual trust and confidence
- Consensus on the purpose
- Goal focused
- Learning-oriented process
- Involves confrontation

10. Enlist the participants in counseling.

- Client
- Counselor
- Relative participants



## LONG ANSWER QUESTION

1. Discuss the causes of industrial accidents.
2. Enlist and explain the various statutory provisions for industrial health.
3. Elucidate the various types occupational diseases.
4. Describe different types of psychological problems faced by employees at workplace.
5. Explain the process of counseling.

## UNIT-V

### TWO MARK QUESTION

1. What do you mean by child labour?

Child labour is work performed by children who under minimum age legally specified for that kind of work, or work which, because of its detrimental nature or conditions, is considered unacceptable for children and is prohibited.

2. What is contract labour?

Contract workmen are indirect employees persons who are hired, supervised and remunerated by a contractor who, in turn is compensated by the establishment. contract has to be employed for work which is specific and for definite duration.

3. What is meant by KPO labour?

KPO expands to knowledge process outsourcing. KPO is a form of outsourcing, in which knowledge-related and information-related work is carried-out by workers in different company or by a subsidiary of the same organization, which may be in the same country or in an offshore location.

4. Define social security.

According to ILO, the security that society furnishes, through appropriate organization, against certain risks to which it members are exposed.

5. Suggest some measures for eliminating child labour.

- Providing education
- Creating awareness

- Family planning
6. What are the various problems faced by female labours?
    - Sexual harassment
    - Discrimination
    - Role conflict
  7. Discuss few guidelines for engaging contract labours.
    - Show employees potential career paths
    - Ask contingent employees for their feedback
    - Treat contingent employees like they are a true part of the company
  8. What measures are taken by government to improve conditions of agricultural labours?
    - Passing of minimum wage act
    - Abolition of bonded labourers
    - Providing land to landless labourers
    - Provision of housing cities to houseless

9. Define social insurance.

Social insurance can be defined as a plan of giving in return for contributions benefits up to the subsistence level, as of right and without means test, so that individuals may build freely upon it.

10. What is social assistance? Discuss its characteristics.

In order to reduce the poverty speedily and effectively there should be a right mix of policies and programmes of social assistance.

#### LONG ANSWER QUESTION

1. Discuss the various laws related to child labour.
2. What are the various group of contract labours.
3. Discuss the social security measure for BPO and KPO employees.
4. Explain the origin and growth of social security in india.

5. Elucidate the characteristics of agricultural labour.