

**NOORUL ISLAM COLLEGE OF ENGINEERING
KUMARACOIL, THUCKALAY**

DEPARTMENT OF MANAGEMENT STUDIES

TWO MARKS QUESTIONS, ESSAY TYPE QUESTIONS AND ANSWERS

1736 INDUSTRIAL RELATIONS AND LABOUR WELFARE

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**BA 1736 INDUSTRIAL RELATION AND LABOUR WELFARE
TWO MARK QUESTIONS AND ANSWERS**

1. Define : Mediation

Mediation is the ancient art of the peace-maker.

2. What do you mean by Conciliation?

Conciliation is the important method for the prevention and settlement of industrial disputes through third party intervention.

3. Describe important qualities of conciliator?

Conciliator should be physically and psychological fit, he must be honest polite, tactful, self-confident, even-tempered and patient in trying to achieve results.

4. Find out various roles of conciliator?

Discussion leader, safety valve, innovator protector, stimulator, adviser, face saver.

5. Distinguish Arbitration and Mediation?

Arbitration is a judicial process, while mediation has a legislative tinge. The award of the arbitrator rests on equity and justice. While compromise is the essence of mediation.

6. What are the types of arbitration?

Voluntary arbitration, compulsory arbitration.

7. Describe any two qualification of arbitrators?

Knowledge of collective bargaining, maintenance of harmonious labour management relations.

8. Define Adjudication ?

Adjudication involves intervention in the dispute by a third party appointed by the government for the purpose of deciding the nature of final settlement.

9. What do you mean by three-tier system of adjudication?

Labour courts, Industrial tribunals, National Tribunals.

10. Define Labour Welfare ?

The voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes, living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the market.

11. What do you mean by intra-mural activities?

Welfare schemes provided within the factories.

12. What do you mean by extra mural activities?

Welfare facilities provided outside the factory.

13. Define Agricultural labour

Agricultural labourers are persons who are engaged in work relating to agriculture.

14. What do you mean by industrial Relation?

The term industrial relations commonly denotes 'employee-employer relations', in both organized and unorganized sectors of the economy.

15. What do you mean by industrial dispute?

Industrial dispute identify the difference between employers and workers.

16. Define Strike?

A temporary cessation of work by a group of employees in order to express their grievance or to enforce a demand concerning changes in work conditions.

17. Define Picketing?

Picketing implies marching or patrolling of workmen in front of the premises of the employer, carrying and displaying signs, banners and placards for the purpose of preventing others from entering the place.

18. Describe different types of strike?

Stay away strike, sit-down and stay-in strike tools-down strike, token strike, lightning strike, go-slow, picketing and boycott, Gharos, Hunger strike, Sympathetic strike.

19. Define lock out

Lock out refers to the action of an employer in temporarily closing down or shutting down the undertaking.

20. Define lightning strike

This type of strike is suddenly announced, generally by way of surprise without notice or at very short notice, and thereafter the issues in disputes are discussed.

21. Define sympathetic strike

In this type of strike the striking workmen have no demands or grievances of their own against their employer but they may go on strike for the purpose of directly aiding or supporting others in their cause.

22. Define labour welfare work

The voluntary efforts of the employers establish, within the existing industrial system, working and sometimes, living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the market.

23. Define contract labour

The contract labour is labour which is not carried on the payroll and is not directly paid

24. What do you mean by workers Education?

Workers education helps a worker to solve his problems not as an individual but is a member of his social class.

25. Describe any two objective of workers education.

- i) To develop the worker for good and respectable civic life.
- ii) To enable the worker to realize the purpose of human life and raise him to the height of achievement.

26. Describe some important workers training programmes

1. Craftsmen's Training Programme
2. Craft Instructor's Training
3. Advanced vocational Training
4. Foreman's Training
5. Apprenticeship Training Scheme
6. Part-Time Training for Industrial workers.
7. Vocational Training Programme for women.

27. Define Gheras

Gheras is a physical blockade of target by encirclement, intended to block the egress and ingress from and to a particular office, workshop, factory or residence or forcible occupation.

28. Define Hunger Strike

A hunger strike is resorted by leaders of the union or by some workers, for a limited period, the purpose being to create sympathy of the employer and to attract the attention of the public.

29. Define stay away strike

In this type of strike, workmen simply do not come to the work place during the prescribed working hours. They organize rallies and demonstrations with a view to drawing the attention of the employer

30. Define Tools-Down strike

The strikers lay down their tools or pen.

31. Describe basic reason for the causes of industrial dispute

- i) Wages and allowances (ii) Bonus.

32. Write any four principles of code of conduct.

1. Every employee in industry or unit shall have the freedom and right to join a union of his choice.
2. There shall be no dual membership of unions.
3. There shall be regular and democratic elections of executive bodies.
4. Casteism, communalism and provincialism shall be eschewed by all unions.

33. What do you mean by contract labour

Contract labour is labour which is not carried on the pay roll and is not directly paid.

34. Write down any two advantages to the employer in employing contract labour

- i) Production at lowest cost
- ii) General reduction in overhead costs and the administrative burden of maintaining an establishment.

35. Define trade union

Trade union is a continuous association of wage earners for the purpose of maintaining and improving the conditions of their working lives.

36. Describe, few general features of trade union

- i) Labour unions are relatively permanent association of workers and are not temporary or casual.
- ii) A trade union is an association of workers who are engaged in securing economic benefits for its members.
- iii) The character of trade unions has been constantly changing.

37. Write down basic reasons for the importance of industrial health?

Malnutrition, Poor Sanitary conditions and environmental pollutions like excessive smoke, sound and dust and heat.

38. Write down the various factors for the causes of absenteeism.

Organizational factors, Environmental factors, Personality factors.

39. Write down some basic steps taken to prevent the accidents?

Reduce unsafe conditions, Reduce unsafe acts.

40. Write down some safety education and training programmes to prevent accidents.

- i) Provide safety training to employee to make them known how to operate safety equipments like fire extinguishers.
- ii) Use proper and adequate training for operating machines/plants.
- iii) Organise safety contest and safety awards.

41. Write down some safety enforcement to prevent accident?

- i) Public rules and regulations on safety
- ii) Prevent unauthorized operations of machines.

42. Write down some safety engineering methods to prevent accidents.

- i) Proper design of lay out and work station.
- ii) Proper selection of machine
- iii) Proper illumination and ventilation.

43. Who is responsible for safety?

Management is primarily responsible for safety.

44. Write down the importance of occupational safety and health.

These are necessary for them to formulate correct policies in regard to industrial safety which is commensurate with international standard compatible with national polices and at the same time, meet the organization objectives of profit and personal satisfaction.

45. Write down some important safety policies?

1. Development of scientific management.
2. Impact of labour moment
3. Enactment of legislative measure taken by different governments.

46. Write down some scope of personal research on industrial health in India

Absenteeism, Alcoholism, Accidents, job satisfaction, Child Labour.

47. Write down some important legislative measures provided for the welfare of women workers?

1. Maternity Protection Act 1919
2. Night work Act 1919
3. Underground work Act 1935
4. Equal remuneration Act 1951
5. Discrimination (Employment and Occupation) Act 1958.

48. Write down some important benefits provided for the benefits of women workers in India ?

Maternity benefit, Employment during night, hours of work, lighting of weight bathing and washing facilities, crèches.

49. Write down the difficulties faced by the women workers in India?

Restricted mobility, inadequate training and housing facilities.

50. Write the reasons for the cause of child labour?

The absence of educational facilities and the low level of earning of the parents, children are compelled to accept employment.

51. Write down the kinds of agricultural laborers?

1. Landless agricultural labour
2. Very small cultivators.

52. Write down important problems of agriculture labours?

Indebtedness, seasonality in employment.

53. Write down some important programmes for the improvement of agriculture labour?

- i) National Rural Employment Programme.
- ii) Training of Rural Youth for Self-Employment.
- iii) Small Farmers Development Agencies.
- iv) Tribal Development Agencies
- v) Integrated Rural Development Programme

54. Define Social Security?

Social security may be defined as protection provided by the society to its members against providential mishaps over which a man has no control.

55. What do you mean by social assistance?

Social assistance programmes cover programmes like unemployment assistance, old age assistance and national assistance.

56. Write down some important characteristics of social assistance.

- i) Social assistance is to meet the minimum needs of the persons of small means.
- ii) The benefits are granted as a matter of rights.

57. Mention some important benefits provided under social security.

Medical care, sickness benefit, accident benefit, unemployment benefit, old age benefit and family benefit.

58. What do you mean by impact of industrial disputes?

Industrial disputes disturb the economic, social and political life of a country. Industrial disputes affect the entire community.

59. What do you mean by stay-in-strike?

The stay-in-strike is one which develops when the demands of the workers are not met on the strike day and the workers remain determined on the sit-down strike and do not leave the plant.

60. What do you mean by Apprenticeship Training Scheme?

Under the Apprentices Act, 1961, it is obligatory on the part of the employer to engage apprentices in certain trades. The apprentice training consists of basic training in the specific field, followed by shop-floor training.

61. Describe the important functions of trade union.

- i) Militant or protection function
- ii) Ministrant or positive function

62. Describe any two important objectives of the Indian National Trade Union Congress:

- i) To promote social, civil and political interest of the working class.
- ii) To ensure full employment and the best utilization of its manpower.

63. Describe any two important objectives of the All-India Trade Union Congress.

- i) To socialize and nationalize means of production, distribution and exchange
- ii) To establish a socialist state in India

64. Describe any two important objectives of the United Trade Union Congress.

- i) To nationalize and socialize the means of production, distribution and exchange.
- ii) To safeguard and promote the interest, rights and privileges of the workers in all matters, social, cultural, economic and political.

65. Describe any two objectives of National Front of India Trade Unions.

- i) To organize and unite trade unions.
- ii) To ensure for the working people fair conditions of life and progressively to raise their social, economic and cultural state and conditions.

66. Describe the objectives of the centre of Indian Trade Union.

- i) The CITU believes that the exploitation of the working class can be ended only by socializing all means of production, distribution and exchange and establishing a socialist state.
- ii) The CITU fights against all encroachments on the economic and social rights of the workers.

67. Write some important problems of the Indian Trade Union.

- i) Uneven growth
- ii) Small size of Unions
- iii) Financial Weakness
- iv) Multiplicity of Unions and Inter-union Rivalry.

68. Define Health

A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

69. Define industrial health

Industrial health refers to a system of public health and preventive medicine which is prevalent within the industries,

70. What do you mean by chemical hazard?

Gases, fumes and dust raised by industrial processes are dangerous to human beings. By inhaling such fumes, workers may suffer from respiratory disorders, skin diseases, allergy, heart-attacks, cancer and neurological disorders.

71. What do you mean by Psychological hazard

Industrial stress can cause emotional disturbance which leads to fatigue and exhaustion. This will impair efficiency and judgment.

72. Write down various levels of workers education programme conducted in India.

- i) National level
- ii) Regional level
- iii) Village level

73. What is public sector

The term public enterprise compress of all undertakings which are, directed wither by a branch of the government or any other body authorized by the government to direct the undertaking for the welfare of the society, giving no place for private ownership.

74. Mention some important causes for the growth of agricultural labour.

High growth of population, decline of the village industries.

75. Define workers education

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

76. Write down main purpose of workers training.

Training leads to efficiency and increased productivity, less waste, reduced supervision, higher employee earnings, reduced accidents, increased organizational stability and flexibility, heightened morale and vertical job mobility.

77. Write down some important factors affecting industrial relations.

Industrial factors, Economic factors, social factors, technological factors.

78. What do you mean by workmen compensation Act 1923.

Employers to pay compensation to workers for accidents, resulting in death or total or partial disablement for a period exceeding 3 days.

79. What is maternity benefit

Under this a women worker should be given rest before and after the child birth.

80. What do you mean by Employers Provident Fund Act.

This Act helps to a worker who retires from service or if he dies, the help will be extended to his family.

81. What do you mean by labour courts?

Labour courts adjudicate upon disputes listed in schedule II of the Act. It consist judge of a High Court.

82. What do you mean by Industrial Tribunals?

Industrial Tribunals adjudicate upon disputes listed in schedule II or III of the Act.

83. Write down some important objectives of public sector undertaking?

- i) To reduce disparities in income
- ii) To avoid concentration of economic power in a few hands

84. Conciliator act is innovator – Explain?

Conciliator acts as an invaluable source of new information and new thoughts, particularly in providing the parties with different views of the issues, with possible alternative solutions and possibly an entirely new approach.

85. Conciliator as a safety value-Explain?

The conciliator places him self in the position of an alternative target when he feels that the parties are in an aggressive mood. By setting a substitute target, the parties can achieve an emotional release without direct and immediate damage to the negotiations.

86. What do you mean by cafeteria compensation?

Cafeteria compensation is an example of flexible approach Here each employee chooses total compensation package that suits him best and satisfies him most. Of course cafeteria extend, the flexibility of fringer benefits of life insurance, deferred compensation and other benefits.

87. Mention some importane environmental hazards?

Noise Pollution, illumination, ventilation, water pollution.

88. What do you mean by biological hazards.

Biological hazards are manifested by diseases caused by bacteria fungi, viruses etc. These affect the health of employees.

89. Define – Grievance

A written complaint filed by an employee and claming unfair treatment.

90. List out the common causes of grievance.

Promotion, amenities, compensation leave, medical benefit.

91. Definition of industrial relations.

Industrial relations are an integral aspects of social relations arising out of employer-employee interaction in modern industries.

92. Write down some important objectives of industrial relations.

- i) Development of healthy labour-management relations.
- ii) Development and growth of industrial democracy.

93. Write down some important functions of industrial relations.

- i) Employee-employer relationship
- ii) Labour-management relationship
- iii) Industrial peace and productivity

94. What do you mean by Industrial peace?

- i) Improve Union-management relations.
- ii) Avoid strike and go-slow tactics.

95. What do you mean by National Tribunal?

Only Central Government is empowered to form National Tribunal. This is also a single member body who is the President. He can be a serving judge or retired judge of Supreme Court / High Court.

96. Write down important objectives of trade union.

- i) To improve working condition and safety
- ii) To fight against injustice and exploitation of workers by management.

97. Write down some important problems of trade unions.

Multiplicity of Unions, Politicisation, Democracy and Leadership.

98. Define Social Security

The protection offered by the society to its members against certain risks such as old age, sickness etc. is called social security.

99. Define agricultural labour

Agricultural labourers are persons who are engaged in work relating to agriculture.

100. What do you mean by industrial dispute.

Industrial dispute identify the difference between employers and workers.

BA 1736 INDUSTRIAL RELATIONS AND LABOUR WELFARE
20 Essay Questions and Answers

1. Briefly explain the Labour Welfare Work

The voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes, living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the markets.

Features of Labour welfare

Need for welfare work

Aims of Labour welfare work

Approaches to Labour Welfare Work

Approaches to Labour Welfare Work

Scope of Labour Welfare Works

Techniques of Labour Welfare work

2. Briefly explain the labour welfare facilities made available under welfare fund

- a. i) Assistance for medical facilities
 - ii) Assistance for educational facilities
 - iii) Assistance for recreational facilities
 - iv) Assistance for housing facilities
- b) State Welfare Fund Scheme

3. Briefly explain the workers educational programme

Objectives of worker's education, concept and techniques of worker education, workers education programme in India.

4. Briefly explain the worker's training programme?

Meaning of workers training and Training Schemes of Director General of Employment and Training.

5. Write down the causes of industrial conflict?

- i) Industry-related factors
- ii) Management related factors
- iii) Government related factors
- iv) Other causes

6. Briefly discuss the different types of strike and preventive measures taken to solve the strike?

- i. Stay away strike sit-down and stay in strike, tools down strike, token strike, and lightning strike, go-slow strike, picketing strike, Gheras, hunger strike and sympathetic strike.
- ii. Prevention of strike.

7. Write down qualities and role of conciliator

- i) Characteristics
- ii) Role-as a discussion leader, safety valve, communication link, as an innovator, sounding board, protector, fail safe device. Stimulator, adviser, face saver, promoter of collective beginning.

8. Briefly explain the three-tier system of Adjudication?

- i. Labour Courts
- ii. Industrial Tribunals
- iii. National Tribunals.

9. Write a short note-Arbitration?

Meaning, advantage and disadvantage of arbitration, types of arbitration.

10. Briefly discuss the causes of accidents and preventive measures taken to reduce the accidents.

Causes of accidents – unsafe act, unsafe conditions.

Reduce accidents – proper training, safety propaganda work, safety programme.

11. Write a short note – social security?

Meaning, need and benefits provided under social security.

12. Write a short note on child labour and female labours?

Women labour-women are largely employed in agricultural, plantation, mines, factories, small-scale industries, social services and white collar jobs, wage pattern, benefits for women workers in India and difficulties faced by the female workers.

13. Briefly explain agricultural labour

Characteristics – unskilled persons, no organized union, bargaining capacity, migratory in character, homogenous in character.

Problems faced by the agricultural labour, remedial measures taken by the government.

14. Briefly discuss the health hazards

- a) Chemical Hazard
- b) Biological hazard
- c) Environmental hazard
- d) Psychological hazard

15. Discuss the importance of industrial health

Industrial environment can impair employees health because of the following malnutrition, continuous work exhaustion due to poor design of work place and tools.

Symptoms of poor health are absenteeism occupational diseases.

Better industrial health serve following purpose i.e. reduction in employees turnover improved morale and motivation.

16. Enumerate the statutory provisions for Industrial safety in India.

Sec.21 Fencing of machinery, sec.22 work on or near machinery in motion sec.41 power to make rules.

17. Write down the Principals of code of conduct?

The four Central Labour Organizations voluntarily adopted an inter-union 'code of conduct' on May 21, 1958.

18. Write a short-note on various Government machineries used to settle the industrial disputes?

- i) Conciliation
- ii) Arbitration
- iii) Adjudication

19. Briefly explain the occupational diseases and the steps taken to prevent the diseases.

Lead poisoning Telegraphists cramp.

Protection against diseases – preventive measures, curative measures.

20. Write a short note

- i) Voluntary benefit
- ii) Flexible benefit

Voluntary benefit consist of rest period or coffee break, Holidays etc.

Flexible benefits allow employee to pick up a set of benefits from a menu of

benefit options. This will an employee to pick up those which suits him best.