

**INTRODUCTION TO INDUSTRIAL SOCIOLOGY  
(HMTS 4221)**

**Time Allotted : 3 hrs**

**Full Marks : 70**

*Figures out of the right margin indicate full marks.*

*Candidates are required to answer Group A and  
any 5 (five) from Group B to E, taking at least one from each group.*

*Candidates are required to give answer in their own words as far as practicable.*

**Group - A  
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Guilds are known to be precursors of  
(a) Feudal System (b) Modern corporation and modern trade system  
(c) Modern professions (d) Modern trade centres
- (ii) The Manorial or Feudal society was constructed for the reason of  
(a) Security (b) Trade  
(c) Slavery (d) Laws
- (iii) Collective bargaining is a method of solving  
(a) Industrial disputes (b) Trade union problems  
(c) Men and women wage disparity (d) Formal relations at work place
- (iv) Characteristics of Industrial relations do not include  
(a) Industrial relations are outcome of employment relationship in an industrial enterprise  
(b) Industrial relations system creates an environment of distrust and conflict  
(c) Industrial relations promote the skills and methods of adjustment and cooperation with each other  
(d) Industrial relations create rules and regulations to maintain cordial relations.
- (v) Which of the following statement is not true about industrial dispute?  
(a) The dispute may relate to employment  
(b) The dispute may relate to non-employment  
(c) The dispute may be between employee and employer  
(d) The dispute may be between employer and government.
- (vi) Labour Laws are framed by  
(a) the government (b) the industry  
(c) both the government and industry (d) the labour unions

- (vii) Implementation of safety measures at workplace is the duty of  
(a) management (b) workers  
(c) suppliers of equipment (d) all the stakeholders
- (viii) Which of the following is a specific form of protest organized with the intention to prevent or dissuade the non-striking employees from attending to their work during the strike period?  
(a) Hunger strike (b) Work to rule strike  
(c) Picketing (d) Stick-out strike.
- (ix) The use of genetically mutated variants of seeds by farmers is an example of  
(a) Technology Transfer (b) Ecological Ethics  
(c) Joint Venture (d) Globalization
- (x) The agricultural revolution was indispensable to Britain's industrialization because  
(a) it greatly increased cotton cultivation.  
(b) many of the resulting new inventions could be harnessed to industrial uses.  
(c) it freed up the labour needed to work in factories.  
(d) it destroyed the cottage industry, making it necessary to find another way of producing the consumer goods in demand.

**Group - B**

2. (a) Discuss at least two ways industrialization impacts the society. Provide relevant examples. *[[CO3&CO4](Analyze/IOCQ)]*  
(b) What is Industrial Sociology? What are the benefits which increase the significance of industrial sociology? *[[CO2&CO4](Analyze/IOCQ)]*  
**(4 + 2) + (2 + 4) = 12**
3. (a) Explain the Bureaucratic approach to management. *[[CO1& CO2](Remember/LOCQ)]*  
(b) What do you understand by division of labour? *[[CO2&CO3](Understand/LOCQ)]*  
**6 + 6 = 12**

**Group - C**

4. (a) Discuss the characteristics of the factory system. *[[CO2](Remember/LOCQ)]*  
(b) The early factories were set-up during the first half of the 18<sup>th</sup> century. List three iconic technological innovations that brought in major changes in the factories between the 18<sup>th</sup> and 21<sup>st</sup> century. *[[CO2](Analyze/IOCQ)]*  
**6 + 6 = 12**
5. (a) What are the main advantages of the service sector? *[[CO2&CO4](Understand/LOCQ)]*  
(b) Discuss with the help of relevant example the impact of automation in factories on (a) the process of manufacturing (b) employees. (Choose any industry to cite examples). *[[CO2, CO3, CO4](Analyze/IOCQ)]*  
**4 + 8 = 12**

**Group – D**

6. (a) The year 2020 witnessed mass retrenchment of employees in reputed organizations across the world. Provide at least three reasons for this downsizing. [[CO1 & CO2](Evaluate/HOCQ)]  
(b) What was the social impact of this sudden change? Explain. [[CO1& CO2](Evaluate/HOCQ)]  
**6 + 6 = 12**
7. (a) Consider the problems of women workers in the unorganized sector. Provide two solutions to make a positive impact. [[CO4](Evaluate/HOCQ)]  
(b) E-commerce is a fledging industry where even retail sellers are joining the e-platforms to improve the market share. Consequently, list the changes and their impact on the retail industry. [[CO6 & CO3](Evaluate/HOCQ)]  
**6 + 6 = 12**

**Group – E**

8. (a) Trade Unions play a very important role in industries. Do you agree with this view? Present your viewpoint with the help of a suitable example. [[CO5&CO6](Evaluate/HOCQ)]  
(b) Explain the term 'Collective bargaining' with the help of a relevant example. [[CO5](Analyze/IOCQ)]  
**7 + (3 + 2) = 12**
9. Read the following news item published in The Hindu dt. 3<sup>rd</sup> April 2014 and answer the questions that follow:  
Intensifying their stir, workers at the Toyota Kirloskar Motor Ltd's two plants near Bangalore have resorted to an indefinite hunger **strike** outside manufacturing unit in Bidadi.  
Thirty of the over 4,000 striking workers are on hunger strike, reiterating their demand that the suspension of 30 workers be revoked and the company withdrew its demand that workers sign individual undertakings. The agitation has been on since March 24, when the company lifted an eight-day long lock-out, following which it insisted that each worker sign a "good conduct undertaking" before returning to work. This, the TKM Employees Union, maintains is against their right to collective bargaining and a "wholly unreasonable demand" and one designed "to undermine the union". Sources in the labour department said that both parties were refusing to budge, but held that the demand that individual undertakings be signed was an "unusual one". Three rounds of tripartite talks have been conducted by the labour department, including the successful negotiation resulting in the lifting of the lockout.  
TKM Employees Union president Prasanna Kumar C. alleged that the company was using apprentices and semi-skilled contract workers to run critical processes which could compromise quality and pose hazards at the plant. Further, the union alleged that the company was hiring temporary workers.  
Responding to *The Hindu's* queries, a TKM spokesperson denied the allegation and said the company was working well within the law. "It is absolutely untrue that TKM is

running its plants using contract workers and apprentices. Contractor labour is only used for non-skilled operations like loading, unloading, un-packing and sorting activities.” The company refused to comment on capacity utilisation at the plant. The spokesperson said that talks are on with the state government.

When asked about the nature of the undertaking that workers are asked to sign, the spokesperson said: “It’s mainly a commitment from the workers to follow the rules and regulations of the company. Basic discipline is the foundation for the survival of any organization.” Refusing to share numbers of suspensions, the statement added that “there are cases of serious misconduct and suspension pending enquiries.”

- Q1 List the grievances of the agitating employees. [[CO5](Analyze/IOCQ)]
  - Q2. Present the employer’s viewpoint. [[CO5](Analyze/IOCQ)]
  - Q3. In this conflict on which side will you position yourself? Provide justifications for your answer. [[CO5](Evaluate/HOCQ)]
  - Q4. Assume yourself to be a third party mediator and provide at least two solutions to find an amicable solution to the problem. [[CO5](Evaluate/HOCQ)]
- (2 + 2 + 4 + 4) = 12**

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<i>Cognition Level</i>	<i>LOCQ</i>	<i>IOCQ</i>	<i>HOCQ</i>
<i>Percentage distribution</i>	<i>22.92</i>	<i>36.46</i>	<i>40.62</i>

**Course Outcome (CO):**

After the completion of the course the student will be able to

- 1. Understand the various sociological aspects of Industry
- 2. Appreciate the historical perspective of industrial development and implement the lessons learnt in the modern context.
- 3. Develop awareness about the dynamics of the working of an organization and act accordingly
- 4. Analyze the impact of social changes on the functioning of industry.
- 5. Learn about the various aspects of industrial disputes and provide solutions.
- 6. Evaluate contemporary technical and social issues and adjust and adapt accordingly

*\*LOCQ: Lower Order Cognitive Question; IOCQ: Intermediate Order Cognitive Question; HOCQ: Higher Order Cognitive Question.*