

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

Time Allotted : 2½ hrs

Full Marks : 60

Figures out of the right margin indicate full marks.

***Candidates are required to answer Group A and
any 4 (four) from Group B to E, taking one from each group.***

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

Group – A

1. Answer any twelve:

12 × 1 = 12

Choose the correct alternative for the following

- (i) A proactive industrial relations programme must not cover the following decision
- | | |
|-------------------------------|-----------------|
| (i) Communication | (ii) Competence |
| (iii) Discipline and conflict | (iv) Feudalism |
- (a) option (i), (ii) & (iii)
(b) only (i) & (ii)
(c) all the above options
(d) only (iii) & (iv)
- (ii) Unorganised sector means an organization
- (a) not registered with the Government
(b) no definite employment condition
(c) most unskilled and semiskilled migrant workers work here
(d) All of these
- (iii) Implementation of safety measures at workplace is the duty of
- (a) management
(b) workers
(c) suppliers of machines
(d) all the stakeholders
- (iv) Identify the wrong statement
Industrial Society is
- (a) driven by the use of technology to enable mass production
(b) characterized by the use of external energy sources
(c) characterized by violence and corruption
(d) a society where urbanization is desirable
- (v) 'Red Tape' refers to the
- (a) various ceremonial responsibilities of the CEO
(b) the requirement to seek approval
(c) bureaucratic delay or confusion especially when accompanied by much paper work
(d) the duplication of government activities

- (vi) 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
- (vii) Who are not the actors in industrial relations
 - (a) workers and their organisations
 - (b) communities
 - (c) employers and their organisations
 - (d) government
- (viii) Which of the following is not an established approach to study Industrial Relations.
 - (a) Unitary Approach
 - (b) Multiple Approach
 - (c) Psychological Approach
 - (d) Sociological Approach
- (ix) Industrialization leads to
 - (a) Happiness
 - (b) Equality
 - (c) Work force
 - (d) Economic growth
- (x) Artificial Intelligence
 - (a) is the science of making machines that can think like human beings
 - (b) is the intelligence that a machine has
 - (c) is actually virtual intelligence of the machine
 - (d) All of these

Fill in the blanks with the correct word

- (xi) Alienated labour was a concept propounded by _____.
- (xii) Labour laws are framed by _____.
- (xiii) Collective bargaining is a method of solving _____.
- (xiv) Predictive algorithms, machine learning, 3D printing, artificial Intelligence are associated with _____ stage of industrial Revolution
- (xv) Corporate Social Responsibility is _____ for all profit making business organizations.

Group - B

- 2. (a) Enumerate the characteristics of Bureaucracy as enumerated by Max Weber. [[CO1, CO2] (Apply/IOCQ)]
- (b) List the different tasks of Industrial sociology. [[CO2, CO1] (Understand/LOCQ)]

6 + 6 = 12

3. (a) Why do you think Human relations is so important in an organization started with the motive of making profit? Provide relevant examples to validate your views. [[CO3] (Apply/IOCQ)]
- (b) Explain the concept of work as enumerated by Marx. Explain the term 'alienated labour'. [[CO3] (Apply/IOCQ)]
- 6 + 6 = 12**

Group - C

4. (a) Write short notes on **any one** of the following
- (i) Characteristics of a Capitalistic society
 - (ii) Social Impact of Industrialization
 - (iii) Artificial intelligence and future of industry.
- (b) Compare and contrast Industrial society and information society. [[CO4] (Remember/LOCQ)]
- 6 + 6 = 12**
5. Write short notes on the following.
- (i) Changes in the role of women from the 1st to 4th stage of Industrialization. [[CO3] (Analyse/HOCQ)]
- (ii) Changes in the factory system due to technological innovations. [[CO4, CO3] (Remember/LOCQ)]
- (6 + 6) = 12**

Group - D

6. (a) Automation and Artificial Intelligence in the manufacturing Industry is here to stay. Discuss the positive and negative impact of this. [[CO4] (Remember/LOCQ)]
- (b) Mention any three changes that happened in the 19th century as a result of technological innovation. [[CO4] (Apply/IOCQ)]
- 6 + 6 = 12**
7. (a) Service Sector of the industrialized society is a major contributor to the economy of a country. Do you agree with the above statement? If yes provide details of the various ways in which this sector is of significant value. [[CO3, CO4] (Analyse/HOCQ)]
- (b) Start-up India is one of the major initiatives of the present Government to provide a growth impetus to our economy. As an Engineer ready to join the workforce list the advantages and disadvantages of this initiative in our country. You may use an example of such a start-up to rest your case. [[CO3, CO4] (Remember/LOCQ)]
- 6 + 6 = 12**

Group - E

8. (a) Briefly mention the salient features of the Feminist theory of Industrial Relations. [[CO4] (Remember/LOCQ)]

- (b) The year 2020 witnessed the concept of Work from Home and now this has developed into Hybrid mode. According to industry pundits this trend is here to stay. State the advantages and disadvantages of this new system.

[[CO3+CO5] (Remember/LOCQ)]

7 + 5 = 12

9. (a) West Bengal State Government employees have been protesting the and demanding DA at a rate at par with the employees of other states and Central Govt. employees. This dispute between the employee and the employer has become a legal dispute and at present has reached the Supreme Court.

The above is an example of industrial dispute where rigidity on both sides has prolonged it. Assuming you have a role to play in solving this dispute mention your plan of action.

[[CO6+CO5] (Analyse/HOCQ)]

- (b) In the above case the protesters have not resorted to strike or any other type of coercive action. Why do you think this has happened?

[[CO6+CO5] (Apply/IOCQ)]

6 + 6 = 12

Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	51.04	25	23.95

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 organisation and act accordingly
4. Analyse 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.