

University of Ruhuna- Faculty of Technology

Bachelor of Information and Communication Technology Honours Degree

Level 4 (Semester I) Examination, February 2023

Academic year 2021/2022

Course Unit: TCS 4151 Industrial Sociology (Written)

Duration: 2 hours

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- Paper Contains **seven (07)** questions.
 - Answer only **four (04)** questions.
 - Total Marks: 60 marks.

01

- a) Briefly describe what is Industrial Sociology? (7 Marks)
- b) Discuss the importance of having studied “Industrial Sociology” to a recent graduate who is planning to join the industry in future.

(8 marks)

[Total Marks: 15]

02

- a) What do you mean by ‘Industrialization’? (05 Marks)
- b) Give **two (02)** reasons to why industrialization began in Britain. (02 Marks)
- c) Explain how industrial revolution changed the lives of Western European society. (08 Marks)

[Total Marks: 15]

03

- a) Write **two (02)** main parties involved in Industrial Relations. (02 Marks)
- b) Briefly describe **three (03)** characteristics of Industrial Relations. (03 Marks)
- c) “Main objective of industrial relations is to avoid industrial conflicts and develop harmonious relations between labour and management for the economic stability in a country.”. Discuss this statement with suitable examples. (10 Marks)

[Total Marks: 15]

04

- a) “The competing demands of work and family roles are incompatible and participation in one role makes the participation in the other role more difficult and stressful”. State whether you agree or disagree with this statement and discuss it with reference to the inter-role conflict between one’s workplace and family.

(15 Marks)

[Total Marks: 15]

05

- a) What are the **three (03)** main categorizations of various sources of employee grievances?

(5 Marks)

- b) Discuss the effect of employee grievances on production, employees, and the management.

(10 Marks)

[Total Marks: 15]

06

- a) What is a “Trade Union”?

(3 Marks)

- b) Write **four (04)** reasons why employees join a Trade Union.

(4 Marks)

- c) Discuss the positive impact of the services provided by a trade union to employees, employer and the society with special reference to the current political and economic crisis in Sri Lanka.

(8 Marks)

[Total Marks:15]

07

a) Write short notes on any **three (03)** of the following:

- i. Open-door Policy Procedure
- ii. Bureaucratic Leadership
- iii. Organizational Behavior
- iv. Step ladder Procedure

(5×3 Marks)

[Total Marks: 15]

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