

University of Ruhuna- Faculty of Technology

Bachelor of Information and Communication Technology Honors Degree

Level 4 (Semester II) Examination, November 2024

Academic year 2022/2023

Course Unit: TCS 4211 Industrial Sociology (Written)

Duration: 1 hour

- Paper Contains **three (03)** questions.
- Answer only **two (02)** questions.
- Total Marks: 60 marks.

01

- Write **five (05)** agents of socialization? (05 Marks)
- Briefly describe what is “Socialization”? (10 Marks)
- Discuss with examples in what ways is socialization important to individuals and society as a whole. (15 Marks)

[Total Marks: 30]

02

- Write **five (05)** causes which make individuals get stressed at the workplace. (05 Marks)
- Briefly explain the importance of prioritizing tasks to avoid stress at the workplace. (10 Marks)
- Stress is an inevitable part of most jobs. However, how one manages and responds to stress can greatly influence their effectiveness and productivity.

Discuss how you ensure that stressful situations in your personal life do not affect your work performance? (15 Marks)

[Total Marks: 30]

03

- What is a “Trade Union”? (05 Marks)
- Briefly explain **two (02)** reasons why employees join trade unions. (10 Marks)
- The existence of trade unions is important in protecting the rights of workers. However, most of the trade unions are getting increasingly politicized, resulting in a split between members. Discuss the challenges faced by trade unions with specific references to examples from Sri Lanka. (15 Marks)

[Total Marks:30]

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