

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
FIFTH SEMESTER B.TECH DEGREE EXAMINATION(R&S), DECEMBER 2019

Course Code: ME373

Course Name: HUMAN RELATIONS MANAGEMENT

Max. Marks: 100

Duration: 3 Hours

PART A

Answer any three full questions, each carries 10 marks.

Marks

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|---|--|-----|
| 1 | a) Explain the influence of biological characteristics in human behaviour. | (8) |
| | b) List the types of values an individual possess. | (2) |
| 2 | a) Explain with examples the sources of human attitude. | (8) |
| | b) Explain the meaning of term personality. | (2) |
| 3 | a) Explain the steps followed in formation of groups. | (5) |
| | b) Explain any two techniques used for group-decision making. | (5) |
| 4 | a) Explain the concept of effective team. | (4) |
| | b) Explain any two problems faced by a potential team. | (4) |
| | c) List any four secondary or blended emotions. | (2) |

PART B

Answer any three full questions, each carries 10 marks.

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| 5 | a) Explain factors influencing ethics. | (5) |
| | b) Explain the objectives of employee discipline. | (5) |
| 6 | Explain ethical behaviour at work with a case study. | (10) |
| 7 | a) Explain the process followed in termination interview. | (4) |
| | b) Explain the objectives of collective bargaining. | (4) |
| | c) Explain the term lay-off. | (2) |
| 8 | a) Explain the effects of Grievances in an industry with suitable examples. | (6) |
| | b) Explain the importance of employee privacy rights to be followed in organizations. | (4) |

PART C

Answer any four full questions, each carries 10 marks.

- 9 a) Explain any four on-the-job training methods for employees. (8)
b) Explain the objectives of industrial relations. (2)
- 10 Explain in detail process of designing a training programme for employees. (10)
- 11 a) Explain the need and importance of CRM. (5)
b) Explain the benefits of having safety department in an organization. (5)
- 12 Explain the steps followed in industries for handling problems of employees with examples. (10)
- 13 a) Describe the factors involved in Global HR practices. (5)
b) What are the types of conflicts in organizations? (5)
- 14 a) What are the causes of accidents? (5)
b) Enumerate the steps to be followed in reducing job stress. (5)
