

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Fifth semester B.Tech degree examinations (S) September 2020

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) List any four biological characteristics. | (2) |
| | b) Discuss on any two personal traits/abilities/skills of an individual and suggest a matching job profile to the traits discussed. | (4) |
| | c) Discuss any two learning theories with suitable examples. | (4) |
| 2 | a) Explain the link between perception and decision making with an example. | (5) |
| | b) What is perception and why is it important in an organisation context. | (5) |
| 3 | a) Explain the need of groups. | (3) |
| | b) Explain the decision making and its implications for managers. | (3) |
| | c) Explain the types formal and informal groups. | (4) |
| 4 | a) Differentiate group and individual decision making. | (4) |
| | b) Discuss the five stage model of development. | (6) |

PART B*Answer any three full questions, each carries 10 marks.*

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| 5 | a) Explain types of organisation Justice. | (3) |
| | b) Explain the role of HR department in fostering ethics with suitable example. | (3) |
| | c) Discuss on 'discipline without punishment' in an organization context with suitable example | (4) |
| 6 | a) Explain the importance of organisation culture in maintaining ethics? | (3) |
| | b) Discuss any two codes of ethics and its importance to be followed by an individual | (4) |
| | c) Differentiate between justice and fairness with suitable examples | (3) |
| 7 | a) Discuss the various sources of grievances. | (4) |

- b) Explain the difference between mandatory and permissible bargaining items with suitable examples. (4)
- c) Differentiate impasse and mediation. (2)
- 8 a) Explain any two employment laws and its function. (4)
- b) Explain the difference between layoff and downsizing. (3)
- c) Management has received complaint against an employee on punctuality issues from the department. Frequent late coming is reported for the duty and warnings are given by the respective department. If you are the reporting manager for the employing what procedure will you follow on the grievance? (3)

PART C

Answer any four full questions, each carries 10 marks.

- 9 a) Discuss the importance of training with suitable examples (4)
- b) Explain the methods to identify the training needs? (3)
- c) 'Trainings are important in building organisation culture', justify your answer (3)
- 10 a) Compare and contrast 'simulators and on the job training'. (4)
- b) Explain role playing and its importance. (3)
- c) Transparency and information sharing on policies and procedures are important in organisations, justify. (3)
- 11 a) Explain factors affecting employee- employer relationship. (4)
- b) Explain the steps to improve industrial relations. (3)
- c) Discuss the employee grievances with an example. (3)
- 12 a) Explain the causes of industrial conflicts. (5)
- b) What is the importance of customer relationship management? (5)
- 13 a) Discuss the measures to prevent accidents. (5)
- b) Discuss the global differences in HR practices with suitable example. (5)
- 14 a) What do you understand by management commitment? (5)
- b) List workplace hazards and its remedies. (5)
