

Reg No.: \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

Fifth Semester B.Tech Degree Regular and Supplementary Examination December 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.*

- 1 a) List out any four biographical characteristics that relevant to organisational behaviour. (2)
- b) Define the term 'Attitude' and write down about the components of attitude. (4)
- c) Define the term 'Personality' and briefly explain about various personality determinants. (4)
- 2 a) What do you mean by ability? Elaborate about different types of abilities with examples. (5)
- b) Explain about learning and various learning theories. (5)
- 3 a) Explain about 'Five – Stage Group – Development Model. (5)
- b) Elaborate about various Group properties. (5)
- 4 a) List out any two strengths and weaknesses of 'Group Decision Making'. (2)
- b) Discuss how organisations can create team players from the individuals. (4)
- c) Discuss about the characteristics an effective team? (4)

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

- 5 a) "The employer wants its discipline process to be both effective (in terms of discouraging unwanted behaviour) and fair." Explain how an employer can achieve this? (10)
- 6 a) List out any four factors that shape the ethical behaviour at work. (2)
- b) Define the term 'Ethics' with suitable examples. (2)
- c) List out four main types of employee privacy violations upheld by courts. (2)
- d) Describe the ways in which Human Resource Management can influence ethical behaviour at work. (4)
- 7 a) Define the terms a) Impasses and b) Mediation (2)
- b) List out any four hints that are used in bargaining. (2)

- c) What is the difference between Lay off and Downsizing? (2)
- d) Explain the guidelines that are used in handling the grievances. (4)
- 8 a) What is meant by plant closing law? (2)
- b) What is meant by gross misconduct? (2)
- c) Explain about personal supervisory liability. (2)
- d) What is meant by Collective Bargaining? Explain about the three bargaining items with example. (4)

**PART C**

*Answer any four full questions, each carries 10 marks.*

- 9 a) Illustrate how you would identify the training requirements of a new employee and an existing employee. (6)
- b) List out the steps involved in the training process. (2)
- c) Define the term Discipline. (2)
- 10 a) What is meant by stress in job? What are the symptoms of stress? How to reduce stress? (6)
- b) What is meant by counselling? (2)
- c) What are the implications of personnel policies in industrial relations? (2)
- 11 a) Explain how to implement the training programs. (6)
- b) What is the difference between training and orientation? (2)
- c) Define the term grievance. (2)
- 12 What is meant by organisational conflict? Explain different stages in the conflict process. (10)
- 13 a) What is meant by Trade Union? What is the importance of trade union in an organisation? (5)
- b) What is meant by Customer Relations Management (CRM)? What is the importance of CRM in an organisation? (5)
- 14 a) What are the causes of accident in an organisation? What are the remedial measures that can be taken for the safety of an employee? (5)
- b) Explain various challenges in managing global human relations. (5)