

Reg No.: _____ Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
FIFTH SEMESTER B.TECH DEGREE EXAMINATION(S), MAY 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

- 1 Explain biographical characteristics which influence human behaviour. (10)
- 2 What is meant by perception? What are different factors affecting perception? (10)
- 3 Explain factors affecting group behaviour. (10)
- 4 What is meant by Group Decision Making? Explain different techniques of Group Decision making? (10)

PART B

Answer any three full questions, each carries 10 marks.

- 5 Explain Employee Privacy rights. Discuss how it can affect organisational relations. (10)
- 6 Explain the procedure of Disciplinary appeal process. (10)
- 7 What is meant by grievance? Explain the grievance procedure. (10)
- 8 Explain about Gross misconduct of employees. How it can be restricted for the benefit of the organisation? (10)

PART C

Answer any four full questions, each carries 10 marks.

- 9 Explain the different methods of training. (10)
- 10 What is meant by employer employee relation? Explain the different measures for improving employer employee relations (10)
- 11 Explain the approach of handling problems of employees. (10)

- 12 Describe the place and role of Labour Unions in Organisations. (10)
- 13 What is meant by Customer Relationship Management? Explain the need and importance of CRM. (10)
- 14 Explain different types of Conflicts in an organisation. (10)
