

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

- |   |  |     |
|---|--|-----|
| 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.*

- |   |   |      |
|---|---|------|
| 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)

\*\*\*\*