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E1301

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

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|---|----|
| 1. Explain biographical characteristics | 10 |
| 2. Definition (2), Factors (8) | 10 |
| 3. Factors (2) explanation (8) | 10 |
| 4. Group Decision Making definition (2) techniques of Group Decision making (8) | 10 |

PART-B

Answer any three full questions, each carries 10 marks.

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| 5. Employee Privacy rights (5) Explanation on how it can affect organizational relations. (5) | 10 |
| 6. Steps and procedure of Disciplinary appeal process. (4) Explanation (6) | 10 |
| 7. Grievance definition (2) Grievance procedure (8) | 10 |
| 8. Explanation on Gross misconduct of employees (4) prevention methods (6) | 10 |

PART-C

Answer any four full questions, each carries 10 marks

9. Methods of training (4) Explanation (6) 10
10. Definition of employer employee relation (2) measures for improving employer employee relations (8) 10
11. List out problems of employees (2) Explanation on problems (8) 10
12. List out major trade unions (2) Explanation on role of trade unions (8) 10
13. Customer Relationship Management definition (2), need of CRM (4), Importance of CRM (4) 10
14. Types of Conflicts (4) Explanation (6) 10