

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

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| 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.

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| 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.

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| 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)
