

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2023
(Sixth Semester)

Branch – BUSINESS ADMINISTRATION

DISCIPLINE SPECIFIC ELECTIVE –II : EMPLOYEE RELATIONSHIP

MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. An organization with a good employee relations program provides fair and consistent treatment to _____
(i) Managers (ii) Customers (iii) all employees (iv) Workers
2. By providing proper and appropriate leadership the company can improve the _____ among the employees
(i) profit (ii) relationship (iii) Cohesiveness (iv) groups
3. Formulating 'SMART' performance training objectives is included in _____
(i) need analysis (ii) instructional design
(iii) implement (iv) evaluate
4. Professional competence and consistency is exhibited by
(i) effective mentors (ii) performance manager
(iii) appraisal manager (iv) professional training
5. Job _____ targets expanding the context of an individual's job.
(i) Enrichment (ii) Nourishment (iii) Empowerment (iv) Card
6. Wage Structure describes wage and salary relationships within a particular _____.
(i) Department (ii) Group (iii) Organization (iv) Industry
7. _____ testing technique tests the basic components of a software system and ensures that all of them are working well.
(i) Agile (ii) White-box (iii) Black-box (iv) Smoke
8. The information type which focuses on the accomplishment employee is classified as
(i) trait based information (ii) behavior based information
(iii) result based information (iv) coaching based information
9. A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is _____.
(i) Constructive conflict (ii) Competitive conflict
(iii) Destructive conflict (iv) Cooperative conflict

Cont ...

10. The meaning of language or behavior may be misunderstood, causing a _____ conflict.

- (i) Communication
- (iii) Data-type

- (ii) Preferences and nuisances
- (iv) Resource

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

- 11 a Explain the importance of employee relation in manufacturing industry.
OR
b State the functions of employee relation management at the workplace?
- 12 a Prepare four essential components of empowerment?
OR
b Explain the stress management techniques.
- 13 a Explain the different types of Human Resource Information System.
OR
b Discuss the various factors influencing the HRIS.
- 14 a State significance of strategic employee relation.
OR
b Discuss the various steps in performance appraisal process.
- 15 a State the different types of disciplinary problems.
OR
b Explain the various causes of employee grievances.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Analyse the employee relation strategies used by employer.
- 17 Elucidate the employee orientation programmes effective in an organization.
- 18 Discuss HRIS and its application areas.
- 19 Enumerate the five employee retention strategies.
- 20 Discuss the positive and negative aspects of conflicts.

Z-Z-Z

END