

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2024
(Sixth Semester)

Branch - BUSINESS ADMINISTRATION

**DISCIPLINE SPECIFIC ELECTIVE – II: EMPLOYEE RELATIONSHIP
MANAGEMENT**

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. Which of the following is usually not an objective of industrial relations?
(i) Connectedness (ii) Collective wisdom
(iii) Conflict prevention (iv) None of the above
2. _____ refers to a company's efforts to manage relationships between employers and employees.
(i) Human resource management (ii) Organizational behaviour
(iii) Employee relations (iv) Industrial relations
3. Which of the following helps the employee to improve their efficiency?
(i) Development (ii) Training
(iii) Promotion (iv) Transfer
4. An organization with a good employee relations program provides fair and consistent treatment to _____.
(i) Managers (ii) Customers
(iii) Workers (iv) All employees
5. Dispute between employees at different levels in an organization is known as _____.
(i) Horizontal Conflicts (ii) Vertical Conflicts
(iii) Overall Conflicts (iv) Organizational Conflicts

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a) Explain the importance of employee relations.
OR
b) What are the tools for employee relations?
7. a) Bring out the advantage of face to face communication.
OR
b) Write note on stress management.
8. a) Explain the importance of HRIS.
OR
b) Write a short note on human resource information system.
9. a) Differentiate the involvement and commitment.
OR
b) Outline the benefits of employee surveys.
10. a) Narrate the factors involved in conflicts.
OR
b) Summarize the organizational discipline.

Cont...

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 6 = 30)

11. a) Discuss the core issues of employee relations.
OR
b) Analyze the employee relations through organizational change.
12. a) Identify the steps involved in the employee engagement.
OR
b) Elaborate the employee empowerment.
13. a) Discuss the features of human resource information system.
OR
b) Examine the common areas of HRIS.
14. a) Enumerate the performance management.
OR
b) Elucidate about employee retention strategies.
15. a) Discuss the different types of disciplinary problems with suitable example.
OR
b) Identity an employee grievance. Why need for grievance redressal?

Z-Z-Z

END