



PD – 142

**PGDHRM Examination, January 2018**  
**(2004-05 Scheme)**  
**MANAGEMENT**  
**Paper – 7 : Employee Relations Management**

Time : 3 Hours

Max. Marks : 100

***Instruction : Answer all Sections.***

SECTION – A

1. Answer **any ten** of the following in about **3-4** line **each**. **Each** sub-question carries **2** marks. **(10×2=20)**
- A) Define Quality Circles.
  - B) What is meant by 'Payment without Work' ?
  - C) What are the types of welfare measures to women in industries ?
  - D) What is Engagement ?
  - E) What are the safety measures taken by the company ?
  - F) Distinguish grievance and complaint.
  - G) Define co-partnership.
  - H) What is Differential Piece Rate System of Wage Payment ?
  - I) Define Employee Empowerment.
  - J) What do you mean by 'Critical Incident Method' ?
  - K) What are the Non-monetary Incentives ?
  - L) What is Collective Bargaining ?

SECTION – B

Answer **any five** of the following. **Each** question carries **7** marks. Answer should **not** exceed **2** pages. **(5×7=35)**

- 2. What are the objectives of performance appraisal ?
- 3. Briefly explain Grievance Redressal System.
- 4. Prepare a format of appraisal system of teachers in your department.

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5. What are the health measures to be taken by a service industry ?
6. Discuss the effectiveness of BARS in performance appraisal.
7. What are the factors influencing wage system ?
8. What are the main causes of Industrial disputes ?
9. What are the main theories of Remuneration ?

SECTION – C

Answer **any three** of the following. **Each** question carries **15** marks. Answer should **not** exceed **3** pages. **(3×15=45)**

10. Define performance appraisal. What are the different methods of appraisal system ?
  11. What are the steps you would like to follow for appraising the performance of managerial employees ?
  12. Explain the concept of competency. How competency development helps organisational renewal ?
  13. Explain the importance of participative management in organisations.
  14. Write down the problems in performance appraisal. State the steps to make performance appraisal effective.
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