

Reg. No.....

L 5780

Name.....

FIRST SEMESTER M.A. DEGREE EXAMINATION**NOVEMBER/DECEMBER 2004**

Branch – Personnel Management

PM 214 Paper IV – PERSONNEL MANAGEMENT AND INDUSTRIAL RELATIONS

Time : Three Hours

Maximum : 75 Marks

Part I*Answer any five questions.**All questions carry equal marks.**Answers should not exceed 300 words.*

1. What are the procedures for certifying and modifying a standing order ?
2. Define "HRM". What are the similarities and differences between Personnel Management and Human Resources Management ?
3. What are the managerial and operational functions of HRM ?
4. What are the roles played by a Personnel Manager in an organization ?
5. What are the major objectives of the Personnel Management ?
6. Explain how far the registration and recognition of trade unions played an important role in maintaining harmonious Industrial Relations in India ?
7. Bring out the role of Government, Employers' Associations and Trade unions in developing industrial peace in an IR system.
8. Explain the different grievance setting mechanisms in organizations.

(5 × 6 = 30 marks)

Part II*Answer any three questions.**All questions carry equal marks.**Answers should not exceed 1200 words.*

9. What are the major challenges faced by the personnel management profession today ?
10. Trace the development of Personnel Management as a profession in India.
11. Distinguish between Line and Staff functions. What are the various sources of Line-Staff conflict in an organization ?
12. Define "Industrial Relations". What are the different approaches to industrial relations ?
13. "Workers' participation in management is a failure in India" – Comment.

(3 × 15 = 45 marks)