

Reg. No.....

L 2309

Name.....

**FIRST SEMESTER M.A. DEGREE EXAMINATION, NOVEMBER 2001**

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. Distinguish and describe the line and staff roles of Personnel Management.
2. What is manpower planning ? Explain the steps involved.
3. Explain the use of Personnel Records and Statistics for a personnel department.
4. Explain the concept of HRM. How is different from Personnel Management ?
5. Describe the different approaches to Industrial Relations.
6. What is a grievance ? Suggest an effective grievance redressal procedure.
7. Discuss the potential causes for conflict between employer and employee.
8. Distinguish between trade union movement and labour movement. Write a note on registration of trade unions.

(5 × 6 = 30 marks)

**Part II**

*Answer any three questions.*

*All questions carry equal marks.*

*Answers should not exceed 1200 words.*

9. "Personnel Management in India is policing, fire fighting or clerical rituals"—Comment with respect to the objectives of the personnel functions.
10. Discuss the history of Personnel Management with your observations and comments on current issues and trends.
11. Describe the process of conducting selection interviews. What are the different types of interviews ? What are the precautions to be observed in the interview process ?
12. Critically examine the existing machinery for the prevention and settlement of industrial disputes in India.
13. Trace the history of Trade Union movement in India and its present status. Discuss the latest trends in Industrial Relations in this context.

(3 × 15 = 45 marks)