SUBJECT CODE: 15PR/PC/ER34

M. A. DEGREE EXAMINATION, NOVEMBER 2016
PUBLIC RELATIONS
THIRD SEMESTER

COURSE   : CORE
PAPER   : EMPLOYEE RELATIONS
TIME   : 3 HOURS   MAX. MARKS: 100

SECTION – A

ANSWER ALL QUESTIONS IN NOT LESS THAN 50 WORDS: **(10 X 2 = 20)**

1.   What are the expectations of employees?
2.   What are corporate goals and individual goals?
3.   Name the two broad categories of disputes in Labor relations.
4.   Explain strikes and lockouts.
5.   What are the different types of strikes?
6.   What are the three ways of employment relationships?
7.   What is the power and authority in employment relationship?
8.   What are the four types of employee rights frequently granted in Union Contracts?
9.   What is psychological contract?
10.   Briefly explain the two types of Psychological contracts.

SECTION – B

ANSWER ANY FIVE QUESTIONS IN NOT LESS THAN 250 WORDS: (5 X 8 = 40)

11.   What are the objectives of employment relationship – Explain?
12.   Give examples of Mandatory and Permissive Bargaining items.
13.   What are the 3 reasons of collective bargaining in both private and public sectors of all 4 sub processes?
14.   What are Industrial Relations and Employee Relations?
15.   Name 5 rights of an employee.
16.   What is collective bargaining?
17.   Name 10 organs and activities of internal communication.
18.   Effective header ship is essential for effective working relationship. Explain.

SECTION – C

ANSWER ANY TWO QUESTIONS IN NOT LESS THAN 1000 WORDS: (2 x 20 =40)

19.   List the functions performed by the Public Relations Department with a short description.
20.   What are the media used for communication to employees? Briefly explain the characteristics of each media.
21.   Explain the important contractual provisions that attach rights and obligations to employees, jobs, unions and employers.
22.   What are the challenges facing employee community development?

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