SARDAR PATEL UNIVERSITY
NOVEMBER 2013 EXAMINATION,　　M.H.R.M. – I SEMESTER
MONDAY,　18/11/2013
SESSION : MORNING　　　　TIME : 10:30 A.M. TO 1:30 P.M.
SUBJECT CODE : PA01CHRM02
SUBJECT TITLE : HUMAN RELATION MANAGEMENT

Total Marks : 70

Q.1　　MUTLIPLE CHOICE QUESTIONS　　　　　　10 MARKS

1. Conflict is a functional outcome resulting from poor communication.
A) True　　　　B) False

2. According to _____ , even the *formation of social relations and mental conceptions and attitudes are dependent upon technology.*
A) Max Weber　　B) Karl Marx　C) John Grisham　D) Max Muller

3. Elton Mayo was associated with the Hamburg Management School.
A) True　　　　B) False

4. _____ is the first stage of response to stress.
A) Resistance　　B) Alarm reaction　　　　C) Exhaustion

5. Industrial revolution refers to the society's change from agrarian to an industrial economy.
A) True　　　　B) False

6. Henry Fayol gave the theory of scientific management.
A) True　　　　B) False

7. Love and belongingness needs are higher than esteem needs.
A) True　　　　B) False

8. Internal and external factors affect the perception of individuals.
A) True　　　　B) False

9. Establishing clear and precise objectives help in managing the _____ at organisational level.
A) Conflict　　　　B) Change　　C) Development　D) Stress

10. Prof. _____ wrote the book "Human Relations & Organisational Behaviour".
A) Nirmal Khanka　B) Nirmal Babu　　C) Nirmal Singh　D) Nirmal Shah

15 MARKS

Q.2　Discuss the social implications of technological changes & industrialisation in detail.

OR

Q.2　Define personality. Discuss various factors that affect personality of the individual in detail.

Q.3 Discuss the differences between scientific management approach and human relations approach in detail.

OR

Q.3 Define stress. Describe the consequences of stress on work with relevant examples.

15 MARKS

Q.4 Discuss any two theories of motivation in detail.

OR

Q.4 Describe the Great Illumination Experiment in detail.

Q.5 WRITE SHORT NOTES (ANY TWO)   **15 MARKS**
A) Attitudes and Abilities.
B) Frustration.
C) Types of psychological tests.
D) Urbanization in rural areas.

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