

Reg. No.

--	--	--	--	--	--	--	--	--	--

BCMOSV 254



Credit Based IV Semester B.Com. Degree Examination, September 2022
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE (VOC.)
Paper – VII : Human Resource Management – II
(2019-20 and Earlier Batches)

Time : 3 Hours

Max. Marks : 80

SECTION – I

Answer **any four** of the following :

(4×5=20)

1. What are the causes of employees grievance ?
2. State the significance of industrial safety.
3. How do work conditions affects employees health ?
4. Explain the different types of counselling.
5. State the causes of stress.

SECTION – II

Answer **any four** of the following :

(4×10=40)

6. Describe the process of counselling.
7. Briefly explain the negative disciplinary actions.
8. Elucidate grievance procedure.
9. Define industrial dispute. What measures can be taken to avoid industrial dispute ?
10. What are the statutory provisions concerning health ?

P.T.O.



SECTION – III

11. Answer **any five** of the following :

(5×4=20)

- a) Occupational hazards.
 - b) McGregor's hot stove rule.
 - c) Arbitration.
 - d) Industrial safety.
 - e) Dismissal and discharge.
 - f) Industrial accidents.
-