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**BCMOSV 281**

**Choice Based Credit System IV Semester B.Com. Degree  
Examination, September 2022  
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE (VOC)  
Paper – VII : Human Resource Management – II  
(2020 – 21 Batch Onwards)**

Time : 3 Hours

Max. Marks : 80

**SECTION – I**

Answer **any four** of the following.

**(4×5=20)**

1. Explain the causes for poor industrial relations.
2. Briefly explain the negative disciplinary action.
3. Describe the reasons for employees grievances in an industry.
4. How does work conditions affects employees health ?
5. What are the consequences of stress ?

**SECTION – II**

Answer **any four** of the following.

**(4×10=40)**

6. What is meant by industrial dispute ? What are the preventive measures taken to avoid industrial disputes ?
7. Elucidate grievance handling procedure in an organisation.
8. Briefly explain the statutory provisions concerning employee's health.
9. Define stress. Explain the coping strategies of stress.
10. Discuss the functions and types of employees counselling.

**P.T.O.**



SECTION – III

11. Write short notes on **any five** of the following :

**(5×4=20)**

- a) Employees safety.
  - b) Work committee.
  - c) McGregor's hot stove rule.
  - d) Penalty.
  - e) Conciliation officer.
  - f) Industrial accidents.
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