

Course code.	Course Name	L-T-P - Credits	Year of Introduction
ME373	Human Relations Management	3-0-0-3	2016
Prerequisite: Nil			
Course Objectives			
<ul style="list-style-type: none"> • To impart basic idea about human behavior as an individual and relations in group levels. • To give idea on management of human relations in organizations and collective bargaining. • To create knowledge on management of employer-employee relations and human conflicts. 			
Syllabus			
Human behaviour as individual, Human behaviour in group, Management of human relations in organisations, Management of human relations and collective bargaining, Managing employer-employee relations, Managing human conflicts, Managing global human relations. Employee safety and health.			
Expected outcome			
The students will			
<ol style="list-style-type: none"> i. get basic idea about human behavior in individual and group levels. ii. understand the human relations in organizations and collective bargaining. iii. be able to manage employer-employee relations and conflicts. 			
Text Books:			
<ol style="list-style-type: none"> 1. Gary Dessler, Human Resource Management., Pearson Education, 2017 2. Seema Sanghi , Stephen P. Robbins, , Timoti A Judge : Organizational Behaviour, Pearson Education, 2009 			
References:			
<ol style="list-style-type: none"> 1. Aubrey. C. Sanford, Human Relations: Theory and Practice, Merrill, 1973 2. C S Venkata Ratnam and B K Srivastava, Personnel Management and Human Resources, TMH, 1996. 3. William Scott, R C Clothier and W Spiegel : Personnel Management Principles: Practices and Points of Views, Tata Mc Graw Hill, 1977. 4. Uma Sekharan, Organizational Behaviour-Text and Cases ,Tata Mc Graw Hill, 1989. 5. V. Kumar, Customer Relationship Management, Wiley India Edition, 2013. 			
Course Plan			
Module		Hours	End Sem. Exam Marks
I	Human Behaviour: Biological characteristics, age, gender, tenure. Ability, intellectual and physical abilities. Learning, theories of learning. Values, importance of values, types. Attitudes, types, attitudes and consistency, workforce diversity. Personality and emotions, personality determinants and traits, emotion dimensions. Perception, factors influencing perception, making judgement about others, link between perception and individual decision making.	6	15%
II	Human Behaviour and Relations in Groups: Defining and classifying different groups. Stages of group development, Five stage model. Group structure, roles, norms, status and size. Group decision making, group versus the individual. Types of teams, self-managed work teams, problem solving teams. Creating effective teams, composition, work design, process and team players.	6	15%
FIRST INTERNAL EXAMINATION			

III	Management of Human Relations in Organisations: Ethics and fair treatment at work, ethics and the law, ethics fair treatment and justice. Ethical behaviour at work, individual factors, organizational factors, the boss's influence, ethics policies and codes, the organization's culture, role of HR in fostering ethics and fair treatment. Disciplining an employee, formal disciplinary appeals process, discipline without punishment, employee privacy.	7	15%
IV	Management of Human Laws and Collective Bargaining: Employment law, gross misconduct, personal supervisory liability, layoffs and the plant closing law. Collective bargaining, good faith, negotiating team, bargaining items, bargaining stages, bargaining hints, impasses, mediation, and strikes, the contract agreement. Grievances, sources of grievances, the grievance procedure, guidelines for handling grievances.	7	15%
SECOND INTERNAL EXAMINATION			
V	Management of Training and Employer-Employee Relations: Training and development, objectives, strategies, methods and techniques. Design and organisation of training and evaluation of training. Employee relations, management-employee relations, managing discipline, grievance and stress, counselling, are handling problem employees. Industrial relations implications of personnel policies, nature of employment relationship.	8	20%
VI	Management of Human Conflicts, Customer Relations, Unions and Global Relations: Industrial and organisational conflict, managing for good industrial relations and managing the moment of conflict. Customer relationship management, what if customer is the problem. Place of unions in organizations. The future scenario, the changing personnel management scenario. Managing global human relations. HRD the development role of personnel to the force. Employee safety and health.	8	20%
END SEMESTER EXAM			

Question Paper Pattern

Maximum marks: 100

Time: 3 hrs.

The question paper should consist of three parts

Part A

There should be 2 questions each from module I and II

Each question carries 10 marks

Students will have to answer any three questions out of 4 (3x10 marks = 30 marks)

Part B

There should be 2 questions each from module III and IV

Each question carries 10 marks

Students will have to answer any three questions out of 4 (3x10 marks = 30 marks)

Part C

There should be 3 questions each from module V and VI

Each question carries 10 marks

Students will have to answer any four questions out of 6 (4x10 marks = 40 marks)

Note: Each question can have a maximum of four sub questions, if needed.