

Register Number :

Name of the Candidate :

**6 7 7 9**

**B.B.A. ( Business Applications )  
DEGREE EXAMINATION, 2008**

( FIRST YEAR )

( PART - III )

( PAPER - I )

**130. MANAGEMENT AND EMPLOYEE  
RELATIONS**

December ]

[ Time : 3 Hours

Maximum : 100 Marks

**SECTION - A** (10 × 2 = 20)

*Answer ALL questions.*

*Each question carries TWO marks.*

1. What is management process ?
2. Define management.
3. What is organisational structure ?

**Turn over**

- 4. State any two objectives of a manager.
- 5. What is team ?
- 6. What do you mean by information technology ?
- 7. Write a note on global environment.
- 8. What is strategic planning ?
- 9. State any two objectives of a supervisor.
- 10. Write a note on employee performance.

**SECTION - B** (4 × 10 = 40)

*Answer any FOUR out of SIX questions.  
Each question carries TEN marks.*

- 11. Outline the management organisational structure in detail.
- 12. Describe the various options for organising a business.
- 13. Explain the employment law for managers briefly.
- 14. Explain the various ways of managing individual behaviour.

- 15. Explain the various aspects of internal and external environment of business.
- 16. Explain the various tools for effective planning and decision-making.

**SECTION - C** ( 2 × 20 = 40 )

*Answer any TWO questions.  
Each question carries TWENTY marks.*

- 17. Explain management and employment relations theory in detail.
- 18. Discuss in detail the challenges faced by the manager in a modern business organisation.
- 19. Explain the various methods of managing interpersonal relationships of individuals.
- 20. What is employee development process ? Explain its steps briefly.