

**MASTER OF BUSINESS  
ADMINISTRATION (RETAIL SERVICES)  
(MBARS)**

**Term-End Examination  
December, 2013**

**MRS-007 : PEOPLE MANAGEMENT AND  
ORGANISATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt any five questions.*

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1. What is Human Resource Development ? How is it different from Human Resource Management. Briefly discuss the elements of Human Resource Development. 20
2. Define employee support system. Discuss in detail the process of employee support system. 20
3. Explain the reasons for group formation. Which of these reasons are more influential in forming groups and why ? 20
4. What do you understand by employee retention ? Discuss the advantages and disadvantages of employee retention. 20
5. What is meant by performance evaluation ? Explain the needs and objectives of performance evaluation. 20

6. Describe Vroom's expectancy model of motivation. How are various factors in the model related to each other ? What happens to motivation if one of these factors does not exist ? Give examples. 20
7. What purpose does training serve ? Explain the various methods of training in detail. 20
8. Write short note on the following : 7+7+6=20
- (a) Employee empowerment
  - (b) Role of Human Resources in service industry
  - (c) Development of service culture.
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