

**BACHELOR OF BUSINESS ADMINISTRATION
(RETAIL SERVICES) (BBARS)**

**Term-End Examination
December, 2015**

BRS-013 : RETAIL HUMAN RESOURCES

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *Answer any five questions.*
(ii) *All questions carry equal marks.*
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1. Briefly explain various methods of performance appraisal. Mention some basic requirements to make the system more effective. 20
2. What is manpower planning ? How is it done ? 20
3. Differentiate between the following : 10+10
 - (a) Wage and salary
 - (b) Training and development
4. Elaborate the application of Human Resource Information system in the management of HR in a retail business organisation. 20
5. Explain various stages of selection process of human resource in retail business organisation. 20

6. "If managed effectively, diversity can provide the organisation with a powerful competitive edge." Explain the role of HR manager in the light of above statement. 20
7. "All the theories of employee motivation suggests that jobs can be designed to increase motivation and performance." Critically evaluate the statement. 20
8. Write short notes on the following : 10+10
- (a) Steps in management development
 - (b) Organisational Development Process
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