

**ADVANCED DIPLOMA IN RETAILING/BBA
IN RETAILING**

Term-End Examination

December, 2015

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

Note : *Attempt any five questions.*

1. "Human Resource Information System has wide range of application in HR management". Discuss **10**
2. What is Human Resource Management ? Discuss the activities of human resource management in a retail organisation. **3+7**
3. What is meant by Job design ? Explain the methods of Job design. **3+7**
4. Define Man Power Planning. Explain the steps of man power planning. **2+8**
5. Explain briefly the process of recruitment and new trends involved therein. **3+7**

6. Define Communication. State the barriers in communication and the ways to overcome the barriers in communication. **2+3+5**
7. Explain Herzberg's two factor theory of motivation, **5+5** and differentiate with Maslow's theory of motivation.
8. Write short notes on **any two** of the following : **5+5**
- (a) Discipline
 - (b) Training
 - (c) Induction
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