

01193 **ADVANCED DIPLOMA IN RETAILING/BBA
IN RETAILING**

Term-End Examination

December, 2018

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

Note : Attempt any five questions. All questions carry equal marks.

1. How are Human Resource activities performed in a retail organisation ? Explain. 10
2. Explain the factors affecting job design in a retail store. 10
3. Explain the objectives and significance of manpower planning. 5, 5
4. Differentiate between 'Recruitment and Selection'. Briefly explain the new trends in recruitment. 5, 5
5. Describe the importance of training in a retail organization. 10
6. Explain the various means of communication and state the steps involved in communication process. 6, 4
7. Discuss the role of a manager in motivating the employees of a retail organisation. 10

8. What are the objectives of performance appraisal ? State the challenges faced by an organisation while making the performance appraisal of the employees. 4, 6
9. Write short note on any two of the following : 5, 5
- (a) Employee Exit.
 - (b) Human Resource Information System (HRIS).
 - (c) Career Planning in Retailing.
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