

MASTER OF BUSINESS
ADMINISTRATION (RETAIL SERVICES)
(MBARS)

Term-End Examination
June, 2013

MRS-007 : PEOPLE MANAGEMENT AND
ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. Explain various methods for tapping the right person for the right job. 20
2. Explain the importance of human resources and also discuss the role of human resources in the service industry. 20
3. What is self actualization ? Discuss the role of A Maslow's theory in motivating an employee. 20
4. "Should companies offer employees a life - line"? In light of this statement explain the concept of employee support system for personal and company growth. 20

5. If we intend to introduce 360 degree appraisal system in academic institutions. Please discuss the process in detail with example. 20
 6. Explain the various issues in design, conduct and evaluation of training programs in a business organisation. 20
 7. 'Employee support system is important for personal and company growth'. Explain. 20
 8. What are the basic principles of employee empowerment ? Why employee empowerment is essential for the success of services industry ? 20
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