

00615

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

Term-End Examination

June, 2018

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

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

1. Define Human Resource Management. What are its core elements ? Explain the role of HR managers in a retail organisation. 2, 3, 5
2. Explain the components of Job analysis with reference to retail store. 10
3. Discuss the model of Manpower Planning specifying the steps involved therein. 10
4. Explain the internal and external methods of recruitment in a retail store. 4, 6
5. What do you mean by executive development ? Briefly describe the steps involved in executive development. 3, 7
6. Discuss barriers in communication. How can an organization overcome these barriers ? 5, 5

7. Explain the importance of reward system in retailing. Also state the essentials for effective motivation. 5, 5
 8. Write short note on any two of the following : 5, 5
 - (a) Modern Approach to Performance Appraisal
 - (b) Model Grievance Procedure
 - (c) Induction Process
 9. What is Human Resource Information System ? 3, 7
Discuss the areas of application of HRIS.
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