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BRL-008

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

Term-End Examination

June, 2019

BRL-008 : HUMAN RESOURCES

Time : 2 Hours

Maximum Marks : 50

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

1. What are the emerging challenges of HR Managers in the changing business scenario of retail business in India ? Explain the challenges of HRM in modern management. 4, 6
2. Define 'Job Analysis'. What are its components ? Discuss the methods of Job Analysis in brief. 2, 3, 5
3. "Manpower planning is a process of estimating the future needs of manpower." Explain. 10
4. What is meant by 'Employee Selection' ? Explain the steps involved in the selection process. 2, 8

(A-12) P. T. O.

5. What do you understand by 'training' ?
Distinguish between training and development.
4, 6
6. Define communication. What are its barriers ?
How can an organization overcome these
barriers ? 3, 3, 4
7. Explain Herzberg's two factor theory and
differentiate it with Maslow's need hierarchy
theory. 5, 5
8. Write short notes on any *two* of the following :
- (i) Performance appraisal 5
 - (ii) Model grievance procedure 5
 - (iii) Human Resource Information System
(HRIS) 5
 - (iv) Job Rotation 5