

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

Term-End Examination

June, 2022

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

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

1. What do you understand by Job Design ? Discuss the factors affecting job design. 2+8
2. What do you mean by Recruitment ? Discuss the importance and sources of recruitment. 2+6+2
3. Define Induction. Discuss the various steps of induction process. 2+8
4. What is Training ? Distinguish between Training and Development. 3+7
5. What are the various barriers of communication ? Discuss the ways to overcome the barriers of communication. 4+6

- 6.** Explain the ERG Theory of Motivation. How is reward system in retailing important ? 5+5
- 7.** Define Grievance. Explain the grievances handling procedure in a retail organization. 2+8
- 8.** Describe the significance of Human Resource Information System. Discuss the steps involved in the implementation of Human Resource Information System. 5+5
- 9.** Write short notes on the following : 5+5
- (a) Discipline
 - (b) Reward System
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