

**ADVANCED DIPLOMA IN
RETAILING/B. B. A. IN RETAILING**

Term-End Examination

June, 2023

BRL-008 : HUMAN RESOURCES

Time : 2 Hours

Maximum Marks : 50

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

1. What do you mean by Human Resource Management ? Explain the role of HRM in Retailing. 5+5
2. Define Manpower Planning. Discuss the steps of manpower planning. 3+7
3. Describe various steps of employees selection process. 2+3+5

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4. Differentiate between the following : 5+5
 - (a) Training and Development
 - (b) ERG Theory and Herzberg's Theory of Motivation

5. Write short notes on the following : 5+5
 - (a) Induction
 - (b) Human Resource Information System

6. Define Job Analysis. Explain the significance of Job Analysis in retail organisation. 3+7

7. Discuss the new trends in Recruitment. Differentiate between Recruitment and Selection. 3+7

8. Explain the steps involved in Communication Process. Discuss the important aspects to make communication effective. 4+6

9. What are main causes of Grievance ? Explain model grievance procedure in detail. 4+6