

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

**Term-End Examination**

**June, 2015**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 hours*

*Maximum Marks : 50*

**Note :** *Attempt any five questions.*

1. Define Human Resource Management. Discuss the emerging challenges of HR managers in the changing business scenario in Retail business in India. **3+7**
2. What is meant by job analysis ? Explain the components of job analysis in detail. **3+7**
3. "Manpower planning is a process of estimating the future needs of manpower". Explain and state its salient features. **4+6**
4. Distinguish between : **5+5**
  - (a) Recruitment and Selection
  - (b) Training and Development
5. What do you mean by 'communication' ? Explain the elements of communication process. **3+7**

6. Discuss in detail the ERG theory of motivation. 10
7. What do you understand by performance appraisal? Describe the modern methods used for performance appraisal. 3+7
8. Write short notes on **any two** of the following : 5+5
- (a) Employee Exit
  - (b) Employee Grievances
  - (c) Human Resource Information System (HRIS)
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