

00818

**BACHELOR OF BUSINESS ADMINISTRATION
(RETAIL SERVICES) (BBARS)**

Term-End Examination

December, 2011

BRS-013 : RETAIL HR

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

1. What do you mean by the term "Human Resources" ? Discuss the qualities required by a successful human resource manager. 20
2. Define job analysis. What are its objectives ? How is it different from job evaluation ? 20
3. "A sound human resource policy must satisfy certain essential conditions." Discuss. 20
4. What are the various hurdles in a selection procedure ? State the objectives of a good selection policy. 20

5. Explain the term "Career Planning". What are its objectives ? Discuss the career planning in retail sector. 20
 6. What is employee training ? Describe the steps to be involved in employee training process. 20
 7. What is management development ? Describe the types of management development programmes in Retail Sector. 20
 8. Define organizational development. Explain the need and relevance of organisational development in retail industry. 20
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