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**MASTER OF BUSINESS
ADMINISTRATION (RETAIL)
(MBARS)**

Term-End Examination

December, 2011

**MRS-007 : PEOPLE MANAGEMENT AND
ORGANISATIONAL BEHAVIOUR**

Time : 3 hours

Maximum Marks : 100

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

1. "Take care of your employees and they'll take care of your customers. Treat your employees the way you would like to be treated. Provide them every avenue to success. Get their confidence and respect. Have them like and be interested in their job". Explain the importance of human resource in the light of the above statement and how the above statement will affect the service industry ? **20**

2. As a trainer, what are the steps you would undertake to make the long training sessions not boring to the employees ? **20**

3. What are the key issues that should be addressed in the design, conduct, and evaluation of training programs ? **20**

4. Throw some light on the process of building and developing a organisational culture with special reference to retail. 20
 5. Appropriate employee empowerment is essential to organisational success in the services industries. Explain what are the basic principles of employee empowerment ? 20
 6. "Proper motivation is the key to success of any organisation". Explain and throw some light on hierarchy of needs model. 20
 7. Explain the relevance of employee performance evaluation with special reference to 360 degree appraisal system. 20
 8. Attrition is an emerging issue which organisations are facing today. Discuss various methods to retain intellectual capital. 20
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