

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

Term-End Examination

June, 2011

BRS-007 : HUMAN RESOURCES MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. Define HRM and distinguish it from personnel management. What functions does an HR manager perform ? 20
2. What is human resource planning (HRP) ? Describe the process of HRP with illustration. 20
3. Define recruitment. Explain the process of recruitment. 20
4. Explain the concept of performance appraisal (PA) and different methods of PA. 20
5. Define training and discuss its importance in an organisation. Describe the methods of on-the-job training. 20

6. Distinguish between external and internal mobility. Discuss different types of external mobility and their causes. 20
 7. What is compensation management ? Discuss in brief the process of job evaluation. 20
 8. Define industrial relations. Discuss the concept of workers' participation management and its present condition. 20
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