

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

**Term-End Examination**

**June, 2011**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 hours*

*Maximum Marks : 50*

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

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1. Describe the activities involved in HRM. How are they performed in a Retail Organisation ? 4,6
2. Define 'Job Analysis'. Explain its significance. 3,7
3. What is Manpower Planning ? Describe the objectives of manpower planning. 3,7
4. Explain the new trends in recruitments in retail stores. 10
5. (a) State the steps involved in induction process of the new employees. 5,5  
(b) Describe the methods of training the employees.

6. (a) Briefly explain the barriers in 5,5  
communication.
- (b) Discuss the role of a manager in motivating  
the employees of a Retail Organisation.
7. Define performance appraisal. Describe the 3,7  
process normally used by retail stores.
8. Write short notes on the following : 3,3,4
- (a) Employee Exit
- (b) Exit interview
- (c) Discipline
9. Discuss the steps involved in implementation of 10  
Human Resource Information System.
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