

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

00363

**Term-End Examination
December, 2013**

BRS-007 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions.

All questions carry equal marks.

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1. Define HRM. Briefly explain the policies and principles of HRM. 20
 2. What do you mean by job-design ? Briefly explain some of the popular methods used to design jobs. 20
 3. What are the different types of employment interview ? Discuss their importance and limitations. 20
 4. What is performance appraisal ? Discuss the needs and objective of performance appraisal. 20
 5. What do you mean by absenteeism ? Discuss the causes of absenteeism and explain the steps that can be taken to control absenteeism. 20
 6. What is Promotion ? What are the essentials of a sound promotion policy ? 20

7. Discuss any two methods of training. Explain their merits and demerits. 20
 8. What is meant by discipline ? Outline the procedure for taking disciplinary action. 20
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