

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

Term-End Examination

00360

December, 2014

BRS-007 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the limitations and problems of HR planning in an organisation, where no cordial relation exists between management and workers. Also suggest some measures to overcome such problems. 20

2. What are the various sources of recruitment ? Also discuss various techniques of recruitment, considering the case of an IT company and a retail outlet. 20

3. Write short notes on any **four** of the following : 4×5=20
 - (a) Performance appraisal
 - (b) Compensation management
 - (c) Job evaluation
 - (d) Job design
 - (e) Employee attrition

4. What are the various types of internal and external mobility of human resources ? Explain the strategic policy of promotion and transfer that a modern HR manager should adopt. 20
 5. How do the HRM functions play an important role in building a balance between HR demand and supply ? Explain the specific role of HR manager in this direction. 20
 6. Discuss the importance of job design and job analysis for a newly set up organisation. Discuss their relationship with performance management. 20
 7. Explain the selection procedure, various types of tests and different interview schedules to be adopted by a retail sector firm. Support your argument with suitable examples. 20
 8. "Training and development helps human resources of an organisation to be updated as per the market requirement and develop dynamic human resources." Elucidate this statement and discuss any two methods of training that are suitable for a big retail outlet. 20
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