

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

Term-End Examination

00825

December, 2014

BRS-013 : RETAIL HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

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

1. HRMS includes different modules for personnel (leave, time, attendance, etc.) and organisation (recruitment, training, benefits, performance, etc.) information providing multiple accesses. Explain and elucidate this statement with the help of an example in a retail perspective. 20

2. (a) Explain the importance of employer-employee relationship in retail.
(b) How is re-engineering helpful in aligning the HR processes along with the organisational goals? 10+10=20

3. (a) Outline the steps involved in the HR planning process.
(b) Explain various conditions necessary for effective training. 10+10=20

4. (a) Define the role of recruitment in an integrative HR strategy.
(b) What are the weaknesses of the interview process? $10+10=20$
5. Distinguish between the following: $10+10=20$
(a) Recruitment and Selection
(b) Job design and Job analysis
6. (a) What are the significant goals of effective management?
(b) Explain different types of management development programmes in retail. $10+10=20$
7. Briefly comment on any **two** of the following: $10+10=20$
- (a) The function of Human Resources (HR) departments is generally administrative and common to all organisations.
- (b) HR executives rely on internal or external IT professionals to develop and maintain an integrated HRMS.
- (c) The payroll module automates the pay process by gathering data on employee time and attendance.
8. Write short notes on any **two** of the following: $10+10=20$
- (a) Job analysis
(b) Career planning
(c) Absence management
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