

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

Term-End Examination

December, 2016

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

Note : Attempt any five questions.

1. What is Human Resource Management ? Explain the emerging challenges for HR Managers in changing business scenario of Retail in India. 3+7
2. What do you mean by 'Job Design' ? Discuss the factors affecting job design. 2+8
3. Define Manpower planning. How can it be made effective ? 3+7
4. What are various sources of recruitment ? State the merits and demerits of internal sources of recruitment. 3+7
5. What is meant by selection ? Briefly discuss the steps in selection process. 2+8

6. Differentiate between Herzberg's two factor theory and Maslow's theory of motivation. 10
7. What are the objectives of performance appraisal? Explain the challenges of performance appraisal system in a retail organisation. 5+5
8. Write short notes on any two of the following : 5+5
- (a) Grievance Handling
 - (b) Discipline Management
 - (c) Employee exit
 - (d) Job Design
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