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

Term-End Examination

December, 2017

BRL-008 : HUMAN RESOURCES

Time : 2 hours

Maximum Marks : 50

*Note : Attempt any five questions. Each question carries
10 marks.*

1. What is meant by Human Resource Management ? Discuss the objectives and core elements of Human Resource Management. 2+4+4
2. What do you mean by Job design ? Explain the methods of Job design in brief. 3+7
3. What do you understand by manpower planning ? Briefly discuss its objectives and significance. 2+4+4
4. Define 'Recruitment'. Explain its sources with merits and demerits of each. 2+8
5. What is meant by communication ? What are the barriers in communication ? How can an organisation overcome these barriers ? 2+4+4
6. Explain Herzberg's two factor theory of motivation and differentiate it with Maslow's theory of motivation. 5+5

7. What do you mean by performance appraisal of an employee ? Explain the essentials of a performance appraisal system in a Retail Organisation. 3+7
8. Write short notes on any two of the following : 5+5
- (a) Employee Exit
 - (b) Procedure for Disciplinary Action
 - (c) HR Records
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