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**BRL-008**

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

**Term-End Examination**

**December, 2021**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 Hours**Maximum Marks : 50*

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

1. What are the activities of HRM ? How are they performed in a retail organization ? 4, 6
2. What is meant by Job Design ? Explain the factors affecting job design. 2, 8
3. Define Manpower Planning. State its objectives and discuss the guidelines for making manpower planning effective. 3, 7
4. What is meant by 'Recruitment ? Explain the methods of recruitment. 2, 8
5. "HRIS has wide range of application in HR management." Discuss. 10

6. What are the main causes of grievances ? Discuss the grievance redressal procedure as prescribed by law in India. 4, 6
7. Write short notes on any *two* of the following : 5, 5
  - (a) 360 Degree feedback appraisal
  - (b) ERG Theory of motivation
  - (c) Off-the-job techniques of training executives
8. Differentiate between the following : 5, 5
  - (a) Training and Development
  - (b) Herzberg Theory and Maslow's Theory of Motivation

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