

No. of Printed Pages : 2

**BRL-008**

**ADVANCED DIPLOMA IN  
RETAILING/B. B. A. IN RETAILING**

**Term-End Examination**

**December, 2022**

**BRL-008 : HUMAN RESOURCES**

*Time : 2 Hours*

*Maximum Marks : 50*

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

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1. What do you mean by Human Resource Records ? Discuss the purpose and principles of human resource record keeping. 2, 4, 4
2. Define 'Communication'. Explain the process of communication. 3, 7
3. Briefly discuss the various methods of training. 5, 5
4. What is meant by Induction ? Discuss the steps involved in induction process. 4, 6
5. Define the term 'Selection'. Differentiate between Recruitment and Selection. 3, 7

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6. Describe the significance of manpower planning. How can manpower planning be made effective ? 5, 5
7. What are the roles of HR Managers ? Discuss the challenges of human resource management in modern retail business. 4, 6
8. Explain the essential elements of performance appraisal system in a retail organization. 10
9. Write short notes on the following : 5 each
  - (a) Outsourcing
  - (b) Job Enrichment