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

Term-End Examination

June, 2012

BRS-013 : RETAIL HR

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

1. "Human resources management involves all management decisions and practices that directly affect the people who work for the organisation." Discuss 20
2. Define human resource policy. Explain the need for human resource policy in retail sector. 20
3. Describe the process of human resource planning in retail industry with suitable examples. 20
4. What is career planning ? What are its objectives ? Discuss the measures to be taken to improve career planning. 20

5. Discuss in detail the steps to be taken to evaluate a training programme. 20
 6. Define the terms "Recruitment and Selection". Describe the process of recruitment and selection in retail industry. 20
 7. What do you mean by management development? How management development programme can be made more effective ? 20
 8. Discuss in detail the objectives and process of organisational development. 20
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