

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

00224

**Term-End Examination**

**June, 2014**

**BRS-007 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Discuss the role and challenges of HR Managers in a retail organisation that has been newly setup. 20
2. What is job design ? Discuss the benefits of job analysis in the changing dimension of retaining talent within an organisation. 20
3. Explain various processes involved in the HR planning and also describe the factors affecting the HR planning. 20
4. What will be major considerations of staffing in an organisation ? Also, focus on various factors, which may influence the recruitment policy. 20
5. Define performance management. Discuss various methods with suitable examples for performance appraisal. 20

6. Discuss the relevance of training in a small level organisation. Also, discuss the merits and limitations of on-the-job and off-the-job training. 20
  7. Explain the various processes involved in compensation management. Also, pin point various factors that may affect the levels of salary. 20
  8. Discuss the essential strategies required by the HR department to maintain an environment of industrial peace and harmony. Explain the concept of Grievance Handling. 20
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